

PATIENT RIGHTS

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his/her attending practitioner, the names of all other practitioners directly participating in his/her care and the names and functions of other health care persons having direct contact with the patient.
3. A patient has the right to consideration of privacy concerning his/her own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
4. A patient has the right to have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
5. A patient has the right to know what ASC rules and regulation apply to his/her conduct as a patient.
6. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. The patient has the right to good, quality care, and high professional standards that are continually maintained and reviewed.
8. The patient has a right to receive care in a safe setting, including but not limited to prevention of exposure to contaminated materials and free from unwanted visitors.
9. The patient has a right to be free from all forms of abuse or harassment.
10. The patient has the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternatives treatments and possible complications. When it is not medically advisable to give the information to the patient, the information will be given on his/her behalf to the responsible person.
11. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of the procedure.
12. A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program, and the patient, or responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he/she has previously given informed consent.
13. A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
14. A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
15. The patient who does not speak English shall have access, where possible, to an interpreter.
16. The ASC shall provide the patient, or the patient designee, upon request, access to the information contained in his/her medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
17. The patient has the right to expect good management techniques to be implemented within the ASC. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
18. When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified prior to the patient's transfer.
19. The patient has the right to examine and receive a detailed explanation of his bill.
20. A patient has the right to expect that the ASC will provide information for continuing health care requirements following discharge and the means for meeting them.
21. A patient has the right to be informed of his rights at the time of admission.
22. All patients have the right to exercise their rights without being subjected to discrimination or reprisal.
23. If a patient is judged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of that patient may be exercised by the person appointed under State law to act on the patient's behalf. Or, if a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
24. The patient has the right to know Dr. Michael E. Murphy is the owner of the Indiana Skin Cancer Center and Ambulatory Surgical Center.

Patient Responsibilities

1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over the counter products and dietary supplements and any allergies or sensitivities
2. Follow the treatment plan prescribed by your provider
3. Provide a responsible adult to transport him/her from the facility and remain with him/her for 24 hours IF required by the provider
4. Inform your provider about any living will, medical power of attorney, or other directive that could affect his/her care
5. Be respectful of all the health providers and staff as well as other patients.

If you have any suggestions/complaints or grievances those can be brought up to Dr. Murphy at any time and formal patient surveys will be performed to evaluate for any issues.

Patients or their representatives can voice grievances regarding treatment or care that is or fails to be furnished.

There is a formal grievance process in place for the Indiana Skin Cancer Ambulatory Surgical Center. Feel free to talk to Dr. Murphy or our administrators if needed.

Indiana State Department of Health Representative Contact Information: 317-233-7487

Medicare Ombudsman website: <http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx>

Advance Directive Policies at the Indiana Skin Cancer Center

At the Indiana Skin Cancer Center, all procedures are extremely safe because we only use local anesthetic. However, we do have a policy on Advance Directives and due to Federal and State statutes we are obligated to inform you of this policy and the above general information on advance directives. At the Indiana Skin Cancer Center, we acknowledge that you have the right to develop an Advanced Medical Directive and will be happy to provide you with the information you need to accomplish this. During your procedure at the Indiana Skin Cancer Center, however, it is our policy that Advanced Medical Directives will be suspended. While very unlikely, in the event of an emergency, resuscitative measures will be taken while you are a patient at our facility. In the event that you are transferred to a hospital or other facility, a copy of your advance directive would be sent if present.

If you would like more information on Advance Directive forms please contact our office or go to the **Indiana State Department of Health's website at www.in.gov/isdh**

Discrimination is Against the Law

Indiana Skin Cancer Center, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Indiana Skin Cancer Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. The Indiana Skin Cancer Center provides free aids and language services to patients that need them.