

**Patient Rights & Responsibilities**

**The patient has the right to:**

1. Treatment without regard to race, creed, color, ethnic origin, nationality, gender, handicap, age, affiliation with fraternal or religious organizations, cultural, economic or educational background or the source of payment for care.
2. Be treated with courtesy and respect with appreciation of individual dignity and with protection of the need for privacy.
3. Be free of all forms of abuse or harassment.
4. The knowledge of the name and of the surgeon who has primary responsibility for coordination of his/her care and the names of professional relationships of other practitioners who will see him/her.
5. Confidential treatment of all communications and records pertaining to care and, except where required by law (suspected abuse or public health hazard) patients have the right to approve or refuse their releases.
6. Full consideration of privacy concerning his/her medical/surgical care program. Case discussion, consultation, examination, and treatment are confidential and conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.
7. Receive information from his/her surgeon about his/her illness, course of treatment and prospects for recovery in terms he/she can understand. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
8. Change in physicians if other qualified physicians are available.
9. Receive the necessary information about any proposed treatment or procedure in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of all the procedures or treatments, the medically significant risks involved in this treatment, an alternative course of treatment or non-treatment, and the risks involved in each and the name of the person who would carry out the treatments or procedures.
10. Participate actively in the decisions regarding his/her medical/surgical care. To the extent it is permitted by law, includes the right to refuse treatment. The patient has the right to expect reasonable continuity of care when appropriate and to be informed of available and realistic patient care options when facility care is no longer appropriate.
11. To know if medical treatment is for purposes of experimental research/. The patient has the right to refuse to participate in such research projects.
12. Reasonable responses to any reasonable request he makes for services.

**The patient is responsible for:**

1. Providing to the health care worker, to the best of his/her knowledge, accurate and complete information about present complaints and past illnesses, hospitalizations, medications and other matters relating to his/her health.
2. Reporting unexpected changes in his/her condition to health care provider.
3. Reporting to the health care provider whether he/she comprehends a contemplated course of action and what is expected of him/her.
4. Following the treatment plan recommended and keeping appointments. If the patient is unable to do so for any reason, the patient is responsible for notifying the health care provider or the facility.
5. Providing a responsible adult to transport him/her home from the facility to be available as needed.
6. His/her own action if the patient refuses treatment or does not follow the health care provider's instruction.
7. Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
8. Assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.
9. Be respectful of all health care providers, staff and other patients.

**FAIRFIELD SURGERY CENTER**  
305 Black Rock Turnpike, 2<sup>nd</sup> Floor, Fairfield, CT, 06824  
203-337-2660

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**YOUR RIGHTS AS A PATIENT WITH REGARD TO  
COMPLAINTS, CONCERNS AND/OR GRIEVANCES**

We want to do our best to provide you with the best of care and services that we can. All of us are dedicated to meeting your needs, keeping you safe, and making your stay with us as comfortable as possible.

Should we fail to meet your expectations or you are dissatisfied with your care, Fairfield Surgery Center has procedures to help you let us know about your concerns and help you to resolve them. Certain Federal and State laws also give you specific rights to filing grievances and complaints regarding care and services.

The most important thing you can do is to let us know about your concerns right away. Any of our employees will do his/her best to help. If that does not meet your needs, ask to speak to the Risk Manager and/or Administrator. Let them know exactly what the problem is and how they can help.

Complaints, concerns, and/or grievances can be addressed to:

**Administrator: Laurie Cornell**  
**Fairfield Surgery Center**  
**305 Black Rock Turnpike**  
**Fairfield, CT 06824**  
**203-337-2660**

Any complaint regarding services provided at Fairfield Surgery Center can be directed in writing or by telephone to:

*Website for the Office of the Medicare Beneficiary Ombudsman*  
[www.cms.hhs.gov/center/ombudsman](http://www.cms.hhs.gov/center/ombudsman)  
1-800-MEDICARE (1-800-633-4227)

**Facility Licensing and Investigation Section**  
**Connecticut Department of Public Health**  
**410 Capitol Ave., MS#12 HSR**  
**Hartford, CT 06134-0308**  
**Phone: (860) 509-7400**  
**Fax: (860) 509-7538**  
[www.ct.gov/dph](http://www.ct.gov/dph)

**AAAHC**  
**5250 Old Orchard Road, Suite 200**  
**Skokie, IL 60077**  
**(847) 853-6060**