



BONE AND JOINT SURGERY CENTER OF NOVI PATIENT'S BILL OF RIGHTS

- The PATIENT has the right to be treated with consideration, respect and dignity.
- The PATIENT has the right to personal privacy.
- The PATIENT has the right to be free from all forms of abuse or harassment.
- The PATIENT has the right to all complete and current information concerning their diagnosis and treatment, and in terms that he/she can understand. If not medically advisable to give information to the patient, the information shall be made available to an appropriate person on the patient's behalf.
- The PATIENT has the right to receive from the physician enough information so that he/she may understand the services being rendered in order to sign the informed consent.
- The PATIENT has the right to be fully informed about a treatment or procedure and the expected outcome before it is performed.
- The PATIENT has the right to make an informed decision regarding their care.
- The PATIENT has the right to refuse treatment and to be informed of the consequences of his/her actions.
- The PATIENT has the right to privacy of any information or treatment concerning his/her own care.
- The PATIENT has the right to know the person or persons responsible for coordination of their care.
- The PATIENT has the right to be informed of any persons, other than routine personnel, that would be observing or participating in his/her treatment and to refuse that observation and/or participation.
- The PATIENT has the right for all medical records to be treated as confidential and to be given the opportunity to approve or refuse their release unless it would cause a negative outcome in the continuation of medical care.
- The PATIENT has the right to information concerning the facility to which he/she may have to be transferred. The facility that the patient is to be transferred to, must give approval prior to the patient transfer.
- The PATIENT has the right to know if any research will be done during their treatment and has the right to refuse it.
- The PATIENT has the right to receive care in a safe setting.
- The PATIENT has the right to expect quality care and service from the Bone and Joint Surgery Center of Novi.
- The PATIENT has the right to voice grievances regarding treatment or care that is (or fails to be) furnished.
- The PATIENT has the right to be informed of the mechanism by which he/she will have continuing health care following discharge from the Bone and Joint Surgery Center of Novi.
- The PATIENT has the right to examine and receive an explanation of their bill, regardless of the source of payment.
- The PATIENT has the right to know, in advance, the expected amount of his/her bill, regardless of the source of payment.
- The PATIENT has the right to know what Bone and Joint Surgery Center of Novi Rules and Regulations apply to his/her conduct as a patient.
- The PATIENT has the right to exercise his or her rights without being subjected to discrimination or reprisal.
- The PATIENT has the right to change providers if another qualified provider is available.



BONE AND JOINT SURGERY CENTER OF NOVI PATIENT RESPONSIBILITIES

- It is the PATIENT'S responsibility to read and understand all permits and/or consents to be signed and to ask either the nurse or the physician to clarify any information not understood about care or services.
- It is the PATIENT'S responsibility to answer all medical questions truthfully, to the best of their knowledge, including complete information about symptoms, past illnesses, medications (including over the counter products and dietary supplements), any allergies and sensitivities and other matters relating to their plan of care.
- It is the PATIENT'S responsibility to follow the pre-operative instructions given by the physician and/or the Bone and Joint Surgery Center of Novi.
- It is the PATIENT'S responsibility to notify the Bone and Joint Surgery Center of Novi on admission if the pre-operative instructions have not been followed.
- The PATIENT is responsible for his/her actions if treatment is refused or if pre-operative instructions are not followed.
- It is the PATIENT'S responsibility to provide transportation to and from the Bone and Joint Surgery Center of Novi appropriate to the medications and/or anesthesia to be given, and according to pre-surgical instructions.
- It is the PATIENT'S responsibility to follow the post-operative instructions given by the physician(s) and/or nurses. This includes instructions regarding post-operative appointments.
- It is the PATIENT'S responsibility to contact the physician if any complications occur after discharge.
- It is the PATIENT'S responsibility to assure all payments for all services rendered are on a timely basis, and ultimate responsibility is the patient's, regardless of insurance coverage.
- It is the PATIENT'S responsibility to provide financial and/or insurance information regarding who will be responsible for the bill, including current address and authorized contact information.
- It is the PATIENT'S responsibility to notify the administration of the Bone and Joint Surgery Center of Novi if the PATIENT thinks their right(s) have been violated or if the PATIENT has a significant complaint.
- It is the PATIENT'S responsibility, and those accompanying the PATIENT, to respect the right of other patients and the Bone and Joint Surgery Center of Novi personnel, and to follow the center's policies.
- It is the PATIENT'S responsibility to behave respectfully toward all the health care professionals and staff, as well as other patients.
- It is the PATIENT'S responsibility to provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours as required by our providers.

*** If the patient's condition necessitates, their REPRESENTATIVE or the Patient's surrogate will be informed of these rights and responsibilities.**



BONE AND JOINT SURGERY CENTER OF NOVI PEDIATRIC BILL OF RIGHTS

All children have a right to cry, laugh or to be made comfortable if it helps them to feel better. They also have the right to:

- Ask to have a parent or another adult stay with them during their examination.
- Tell their caregiver when and where something hurts.
- Ask questions if they do not understand a medical procedure or what is happening to them.
- Ask for something to ease their pain.
- Listen to music, play a game or read a book to help distract them during medical procedures.
- Have an adult with them when they ask, except when the presence of another person would, or may, impact their care and cause a negative outcome.
- To have a schedule for their tests and procedures that doesn't keep them hungry or thirsty any longer than necessary.
- And always . . . to be called by their name.

HOW TO VOICE A GRIEVANCE OR COMPLAINT

If you think that we may have violated your patient rights, or you disagree with a decision we made, you may file a written complaint with: (*Please be aware that we will take no retaliatory action against you if you file a complaint*)

Bone and Joint Surgery Center of Novi - Chief Administration Officer and/or Quality Director

26750 Providence Parkway – Suite 100

Novi, Michigan 48374

You may also call us to voice a grievance or complaint at: 248-662-1500

You also may send a written complaint to any of the following:

Michigan Department of Licensing and Regulatory Affairs

Bureau of Health Care Systems, Complaint Investigation Unit

P.O. Box 30664, Lansing, MI 48909

Fax # (517) 241-0093

<http://www.michigan.gov/bhcs>

Toll-free Complaint Hotline at 800-882-6006

Visit www.medicare.gov and select "**Ombudsman**" under "Help & Support" to get information about how to get your Medicare questions and complaints are handled or call 1-800-MEDICARE (1-800-633-4227).

Accreditation Association for Ambulatory Health Care

5250 Old Orchard Road, Suite 200

Skokie, IL 60077

Phone 847-324-7491

Fax 847-853-9028

www.aaahc.org