



PATIENT BILL OF RIGHTS

1. Patients have the right to be treated with consideration, respect, and dignity.
2. Patients have the right to be provided appropriate privacy.
3. Patient has the right to be provided personal privacy, receive care in a safe setting, and be free from all forms of abuse and harassment.
4. The patient has the right to the following:
 - a. Be free from any act of discrimination or reprisal,
 - b. Voice grievances regarding treatment or care that is (or fails to be) furnished,
 - c. Be fully informed about a treatment or procedure and the expected outcome before it is performed.
5. When the need arises, reasonable attempts are made for health care professionals and other staff to communicate in the language or manner primarily used by patients.
6. If a patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.
7. If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.
8. Patients are provided, to the degree known, information concerning their diagnosis, evaluation, treatment, and progress. When it is inadvisable to give such information to a patient, the information is provided to a person designated by the patient or a legally authorized person.
9. Patients have the right to actively participate in decisions regarding their healthcare, except when such participation is contraindicated for medical reasons.
10. Patients have the right to know about the facility services and provisions for after-hours and emergency care.
11. Patients have the right to examine and receive an explanation of their bill regardless of source of payment.
12. Patients have the right to being provided an estimate of fees for services and any payment policies prior to surgery.
13. Patient has the right to be informed of any human experimentation or other research/educational projects affecting his or her care or treatment and can refuse participation in such research projects without compromise to care.
14. Patient has the right to be informed of the facility's policy regarding advance directives/living wills. If an adverse event occurs during the treatment at this facility, resuscitative or stabilizing measures will be initiated before transferring the patient to another facility.

15. Patients have the right to expect personnel who care for them to be friendly, considerate, respectful and qualified through education and experience as well as perform the services for which they are responsible with the highest quality of care.
16. Patient has the right to exercise these rights without regard to gender, cultural, economic, educational, or religious background or the source of payment for his/her case.
17. Patients have the right to change primary or specialty physician or dentist if other qualified physicians or dentists are available and to be informed if a physician does not have malpractice coverage. The Santa Barbara Surgery center requires that all physicians possess malpractice coverage. The patient has a right to request his/her surgeon's credentials.
18. Patient has the right to express grievances/complaints and suggestions at any time and be informed of procedure to do so when requested. Expect the facility to establish a process for prompt resolution of patient grievances.

PATIENT RESPONSIBILITIES

1. Patients have the responsibility to provide accurate and complete information about his/her health, any medications, including over the counter products and dietary supplements, and any allergies or sensitivities.
2. Patients are responsible for following the recommended treatment plan.
3. Patients are responsible for arranging for a responsible adult to take them home after surgery/procedure and remain with them at home for first 24 hours after surgery.
4. Patients are responsible for promptly fulfilling the financial obligations not covered by his/her insurance.
5. Patients are responsible for being considerate of other patients and personnel and for assisting in the control of noise and other distractions.
6. Patients are responsible for providing information about and/or a copy of any living will, power of attorney, or other advance directives.

SB Surgery Center

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Medicare Beneficiary Ombudsman

<https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>