

Robert Wood Johnson Endosurgical Center

A Patient's Bill of Rights and Responsibilities

Each patient receiving care in an ambulatory care facility shall have the following rights and responsibilities:

1. Each patient has the right to be informed of these rights, as evidenced by the patient's written acknowledgement, or by documentation by staff in the medical record, that the patient was offered a written copy of these rights and given a verbal explanation of these rights, in terms the patient could understand. The facility shall have a means to notify the patients of any rules and regulations it has adopted governing patient conduct in the facility;
2. Each patient has the right to be informed of services available in the facility, of the names and professional status of the personnel providing and/or responsible for the patient's care, and of fees and related charges, including the payment fee, deposit, and refund policy of the facility and any charges for services not covered by sources of third-party payment or not covered by the facility's basic rate;
3. Each patient has the right to be informed if the facility has authorized other health care and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and function of these institutions, and to refuse to allow their participation in the patient's treatment;
4. Each patient has the right to receive from the patient's physician(s) or clinical practitioner(s), in terms that the patient understands, an explanation of his or her complete medical/health condition or diagnosis, recommended treatment, treatment options, including the option of no treatment, risk(s) of treatment, and unexpected result(s). If this information would be detrimental to the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to the patient's next of kin or guardian. This release of information of the next of kin or guardian, along with the reason for not informing the patient directly, shall be documented in the patient's medical record;
5. Each patient has the right to participate in the planning of the patient's care and treatment, and to refuse medication and treatment. Such refusal shall be documented in the patient's medical record;
6. Each patient has the right to be included in experimental research only when the patient gives informed, written consent to such participation, or when a guardian gives such consent for an incompetent patient in accordance with the law, rule, and regulation. The patient may refuse to participate in experimental research including the investigation of new drugs and medical devices;
7. Each patient has the right to voice grievances or recommend changes in policies and services to facility personnel, the governing authority, and/or outside representatives of the patient's choice either individually or as a group and free from restraint, interference, coercion, discrimination, or reprisal;
8. Each patient has the right to be free from mental and physical abuse, free from exploitation, and free from use of restraints unless they are authorized by a physician for a limited period of time to protect the patient or Patient's Rights or others from injury. Drugs and other medications shall not be used for discipline of patients or of convenience of facility personnel;
9. Each patient has the right to confidential treatment of information about the patient. Information in the patient's medical record shall not be released to anyone outside the facility without the patient's approval, unless another health care facility to which the patient was transferred requires the information, or unless the release of such information is required and permitted by law, a third-party payment contract, or a peer review, or unless the information is needed by the New Jersey State Department of Health for statutorily authorized purposes. The facility may release data about the patient for studies containing aggregated statistics when the patient's identity is masked;
10. Each patient has the right to be treated with courtesy, consideration, respect, and recognition of the patient's dignity, individuality, and right to privacy, including, but not limited to, auditory and visual privacy. The patient's privacy shall also be respected when facility personnel are discussing the patient;
11. Each patient has the right to not be required to perform work for the facility unless the work is part of the patient's treatment and is performed voluntarily by the patient. Such work shall be in accordance with local, State, and Federal laws and rules'
12. Each patient has the right to exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed upon any patient; and
13. Each patient has the right to not be discriminated against because of age, race, religion, sex, nationality, disability or ability to pay, or deprived of any constitutional, civil, and/or legal rights solely because of receiving services from the facility;
14. It is the responsibility of the Center to know and understand the patient's bill of rights and responsibilities.
15. Patient will receive a signed copy of the "Patient's Bill of Rights and Responsibilities" and the original document will be maintained in Medical Records.
16. Since effective treatment depends in part on patient's history, the Center expects the patients or patient's family to provide information about past illnesses, hospitalizations, medications, and other pertinent matters.
17. The Center expects the patient will ask questions about directions or procedures they don't understand
18. The Center expects the patient to be considerate of other patients and staff in regard to making noise, smoking, and number of visitors in the patient areas. The patient is also expected to respect the property of the Center and of other persons.
19. To help the patient's physicians and the Center staff care for the patient, the patients are expected to follow instructions and medical orders and report unexpected changes in their condition to their physician and Center staff.
20. The patient assumes financial responsibility for all services either through their insurance or by paying at the time of service.

21. The patients are expected to follow all safety regulations that they are told or read about.
22. If the patient fails to follow their healthcare provider's instructions, or if the patient refuses care, they are responsible for their own actions.
23. Except for emergencies, the practitioner shall obtain the necessary informed, written consent prior to the start of specified non-emergency procedures or treatments only after a physician has explained-in terms the patient understands-specific details about the recommended procedure or treatment, the risks involved, the possible duration of incapacitation, and any reasonable medical alternatives for care and treatment. (N.J.A.C. 8:43G-4.1(a)7.) Informed consent is required by the State of New Jersey. (N.J.A.C. 8:43A-13.3(a)16).
24. 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 part of a medical care research program or donor program, and the patient, or responsible person, may refuse to continue in a program to which he has previously given consent.
25. The patient who does not speak English shall have access, where possible, to an interpreter.
26. The patient can choose to change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
27. As a Person with Pain, You Have:
 - a. The right to have your report of pain taken seriously and to be treated with dignity and respect by doctors, nurses, or pharmacists and other healthcare professionals.
 - b. The right to have your pain thoroughly assessed and promptly treated.
 - c. The right to be informed by your doctor about what may be causing your pain, possible treatments, and the benefits, risks and costs of each.
 - d. The right to participate in decisions about how to manage your pain.
 - e. The right to have your pain reassessed regularly and your treatment adjusted if your pain has not been eased.
 - f. The right to be referred to a pain specialist if your pain persists.
 - g. The right to get clear and prompt answers to your questions, to take time to make decisions, and to refuse a particular type of treatment if you choose.

The administrator shall provide all patients and/or their families upon request with the name, address, and telephone number of the following offices where complaints may be logged:

**Administrator/ Director of Nursing
Carol Poppiti, RN**

732-432-6880

Division of Health Facilities Evaluation and Licensing

*New Jersey State Department of Health
CN367*

Trenton, New Jersey 08625-0367

Telephone: (800) 792-9770

<http://www.state.nj.us/health/healthfacilities>

And

State of New Jersey

Office of Ombudsman for Medicare Beneficiaries

CN808

Trenton, New Jersey 08625-0808

Telephone: (877) 582-6995

<http://www.medicare.gov/Ombudsman/activities.asp>

The Joint Commission

E-mail: complaint@jointcommission.org

Telephone (630) 792 5800

Mail: Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181