

Patient Rights and Responsibilities

As a patient of Madison Surgery Center (MSC), you have certain basic rights regarding your health care. You also have some basic responsibilities.

You Have The Right To:

1. Receive quality health care services that are right for you.
2. Participate in decisions regarding your health care and to full information regarding your condition, prognosis and treatment. You have the right to be told about your medical condition in terms you can understand before a surgery is performed. You also have the right to know about Madison Surgery Center, Inc., its providers and services, and your rights and responsibilities as a patient.
3. Receive prompt, respectful services regardless of race, color, creed, sex, cultural beliefs, background or lifestyle. You have the right to ask for special help if you have a disability or need an interpreter.
4. Privacy during your exam and treatment. Those people not directly a part of your care must have prior consent to be there.
5. Refuse treatment if you are legally competent. You have the right to know how that decision may affect your health care.
6. Be fully informed about a treatment or procedure and the expected outcome before it is performed.
7. Privacy of your medical and financial records, unless you or your authorized representative allow their release or as authorized by law.
8. Information about preventative health services including self-care and how to stay healthy.
9. Voice concerns about the service or care you received from your health care provider and to file a complaint about any service you receive (see Grievance Procedures).
10. Be given information on billing procedures and policies.
11. You/your representative have the right to request information regarding Advance Directives. You can obtain information about Advance Directives at: <http://www.dhs.wisconsin.gov/forms/advdirectives/index.htm>.
12. Inform MSC personnel of any Advance Directives you have.
13. Receive care in a safe and secure setting and to be free from all forms of abuse and harassment.
14. Exercise your rights without being subjected to discrimination or reprisal.
15. Have a designated legal representative to exercise your rights on your behalf.
16. Be informed of the Medicare Beneficiary Ombudsman to ensure that Medicare beneficiaries receive the information and help needed to understand their Medicare options, rights and protections. The official Ombudsman web site: <http://www.cms.gov/center/ombudsman.asp>
17. Information to contact the State of Wisconsin DHS at 1-800-642-6552.

You Have the Responsibility To:

1. Build a relationship with your primary care provider, keep your appointments or give proper notice if you must cancel.
2. Provide complete information (including past medical records) about your health care.
3. Ask questions about your illness, your treatment plan and how to manage your health.
4. Follow your treatment plan and report any changes in your health to your provider.
5. Treat health care providers, employees and other patients with respect and to display proper behavior.
6. Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by the physician.

If a patient has been adjudicated incompetent, the rights of the patient identified above may be exercised by his or her legally authorized representative.

Grievance Procedures

If you have any concern about the service or care you receive as a patient of Madison Surgery Center, Inc., you have the right to file a complaint. Madison Surgery Center values your feedback. If you have a concern, please contact a manager or administrator at (800) 921-3444.

You have a right to file a complaint with the State of Wisconsin DHS at P.O. Box 2969 Madison, WI 53701-2969, 1-800-642-6552 or <http://www.dhs.wisconsin.gov/>.

Madison Surgery Center is a patient-focused center from: