

Patient's Bill of Rights

Patient's Rights & Responsibilities are established with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his family, his physician, and the facility caring for the patient. Patients shall have the following rights without regard to age, race, sex, national origin, religion, cultural, or physical handicap, personal value and belief systems.

1. The patient will receive the care necessary to help regain or maintain his maximum state of health and, if necessary, cope with death.
2. The facility personnel who care for the patient are qualified through education and experience to perform the services for which they are responsible.
3. The patient will be treated with consideration, respect, and full recognition of individuality, including privacy in treatment and in care. Facility personnel will keep adequate records and treat with confidence all personal matters that relate to the patient. The care afforded them will be provided in a safe setting free from abuse and harassment in order to protect emotional health and dignity.
4. The patient or responsible person is provided to the extent known by the physician, complete information regarding diagnosis, treatment and the prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
5. The patient or responsible person will be a participant in decisions regarding the intensity and scope of treatment.

6. The patient will have the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such a refusal. The patient will be requested to sign a release of responsibility form and, if refused, a registered letter will be sent.
7. Plans will be made with the patient and family so that continuing services will be available to the patient throughout the period of need. The plans should be timely and involve the use of all appropriate personnel and community resources.
8. The patient and family are responsible for providing to their caregivers the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition or any other patient health matters.
9. The patient has the right to approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
10. The patient has the right to be informed of any human experimentation or other research/educational projects affecting his/her care or treatment and to refuse participation in such experimentation or research without compromise to the patient's usual care. The patient also has the right to review this decision periodically.
11. The Surgery Center welcomes the expression of complaints/grievances and suggestions by the patient and will provide response within fifteen days.

12. The patient has the right to change primary or specialty physicians if other qualified physicians are available.
13. The patient has the right to have an Advance Directive, such as a living will or healthcare proxy, however the Surgery Center will provide emergent care when necessary and transfer patients with documentation of their Advance Directives to the appropriate place of care.
14. The patient has a right to be fully informed before any transfer to another facility or organization.
15. The patient has a responsibility to observe prescribed rules of the Surgery Center for their stay and treatment and, if instructions are not followed, forfeits the right to care at the Center and is responsible for the outcome.
16. The patient is responsible for promptly fulfilling his or her financial obligations to the Surgery Center.
17. The patient has a responsibility for being considerate of other patients and personnel and for assisting in the control of noise, smoking, and other distractions. The patient and family are responsible for the respect of property of others and the Center.
18. The patient has the right to accept medical care or to refuse treatment, to the extent permitted by law, and to be informed of medical consequences of such refusal. The patient also has the responsibility for his/her actions should he/she refuse treatment or does not follow the physician's or Surgery Center's instructions.

19. The patient is responsible for reporting whether he/she clearly understands the planned course of treatment and what is expected of them.
20. The patient is responsible for keeping appointments, and, when unable to do so for any reason, for notifying the Surgery Center and physician.
21. The patient care rendered reflects consideration of the patient as an individual with personal value and belief systems that affect his/her attitude toward and response to the care provided by the Surgery Center. Patients can express those spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy for the patient.
22. The patient or the patient's designated representative has the right to participate in the consideration of ethical issues that arise in the care of the patient.

If you have any concerns or complaints about the care you receive at the Rocky Mountain Surgical Center, you may contact the Surgery Center Clinical Director at (406)556-9000 or the MT State Department of Health at (406)444-4540.

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