



## ***Patient Rights and Responsibilities***

Minimally Invasive Surgery Center of New England is dedicated to providing the best healthcare services possible. To help accomplish this mission, Minimally Invasive Surgery Center of New England believes that all patients should know their rights and responsibilities.

### **Patient Rights:**

1. The right to exercise these rights without regard to age, sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, marital status, or the source of payment for care.
2. The right to receive information in a manner he/she understands.
3. The right to considerate, respectful care.
4. The right to know the name of the personnel who provide healthcare services to the patient.
5. The right to be well-informed about any exam performed.
6. The right to accept or refuse care, treatment and services.
7. The right to confidentiality and privacy.
8. The right to be free of neglect, exploitation and verbal, mental, physical and sexual abuse.
9. The right to examine and receive an explanation of the patient's bill regardless of source of payment
10. The right to receive information on sources of help regarding advanced directives- Patients will be referred to their healthcare professional.
11. The right to file a grievance or complaint with Minimally Invasive Surgery Center of New England, any governmental agency and/or any organization that awards accreditation or licensing to Minimally Invasive Surgery Center of New England.
12. The right to access, request amendment to and obtain information on disclosures of health information in accordance with law and regulation.
13. The right to expect that Minimally Invasive Surgery Center of New England will provide service to the best of its ability.
14. The right to pain management- Patients will be referred to their healthcare provider for pain management needs.

### **Patient Responsibilities:**

1. The patient is responsible for providing information that is relevant to the exam, including present complaints, hospitalizations, past illnesses, medications and other matters related to the patient's health that would pertain to the exam ordered.
2. The patient needs to be considerate of other patients and personnel.
3. The patient needs to be respectful of the property of other persons and the property of Minimally Invasive Surgery Center of New England and the facility.
4. The patient and his/her family are responsible to comply with policies and procedures designed to protect the health and safety of others.
5. The patient is responsible for asking questions if instructions or requests are unclear.
6. The patient is responsible for following instructions to complete the exam.
7. The patient is responsible to inform Minimally Invasive Surgery Center of New England if his/her safety or dignity has been compromised during their stay.
8. The patient needs to advise his/her doctor or healthcare professional of any dissatisfaction the patient may have with his/her care or services.
9. The patient is responsible for meeting financial obligations as agreed to pay for treatment.

**If you have a comment or concern regarding the services you received at the Minimally Invasive Surgery Center of New England, please contact: Heather Long, Executive Director at 603-218-1912.**