

Patient's Rights and Responsibilities

RIGHTS OF THE PATIENT:

- Every patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs regardless of age, race, sex, national origin, religion, cultural, or physical handicap, personal value and beliefs.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his/her social, religious and psychological well-being.
- Every patient has the right to confidentiality. Has the right to approve or refuse the release of medical information 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.
- Every patient has the right to express grievances or complaints without fear of reprisals.
- Every patient has the right to continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
- Every patient is provided complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risk and side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.
- Every patient has the right to make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment.
- Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.
- Every patient has the right to appropriate treatment and care to include the assessment/ managements of pain.
- Every patient has the right to understand facility charges. You have the right to an explanation of all facility charges related to your health care.
- Every patient has the right to all resuscitative measures; therefore we will not honor Advance Directives.
- Every patient has the right to participate in their health care treatment and decisions.

RESPONSIBILITIES OF THE PATIENT:

- Patients are responsible to be honest and direct about matters that relate to them, including answering questions honestly and completely.
- Patients are responsible to provide accurate past and present medical history, present complaints. Past illnesses, hospitalizations, surgeries, existence of advance directive, medication and other pertinent data.
- Agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference, handicap, or national origin.
- Patients are responsible for assuring that the financial obligations for health care rendered are paid in a timely manner.
- Patients are responsible to sign required consents and releases as needed.
- Patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or South Suburban Surgical Suites employees.
- Patients are responsible for keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify South Suburban Surgical Suites as soon as possible.
- Patients are responsible for the disposition of their valuables, as South Suburban Surgical Suites does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of South Suburban Surgical Suites.
- Patients are to observe safety and no smoking regulations.

PATIENT COMPLAINT OR GRIEVANCE:

To report a complaint or grievance you may contact the facility Administrator by phone at 219.595.0601 or by mail to the center address.

Complaints and grievances may also be filed through the Indiana Department of Health, Health Care Facility Complaint Department in writing at: 2 North Meridian Street, 4B, Indianapolis, IN 46204 OR by phone at 800-246-8909 or fax at 317-233-7494. www.IN.gov

All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman Online at: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Directions to South Suburban Surgical Suites

**9200 Calumet Avenue
Suite E-100
Munster, IN 46321-2885
Phone: 219.595.0601
Fax: 219.595.0616**

From 80/94

- Take Exit 1 Calumet Ave South
- Turn right onto Fran Lin Parkway (light intersection between Potbelly and Noodles & Co)
- Turn right at the STOP sign
- Make first left into parking lot
- South Suburban Surgical Suites is towards the back of the building on the right

From the South

- Turn onto Calumet Ave going North
- Turn left onto Fran Lin Parkway (light intersection between Potbelly and Noodles & Co)
- Turn right at the STOP sign
- Make first left into parking lot
- South Suburban Surgical Suites is towards the back of the building on the right



HELPFUL INFORMATION FOR FAMILIES



**9200 Calumet Avenue
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What is pre-op holding?

Pre-op holding is the area where the patient will be prepared for surgery. In this area, the nurses will:

- Have patient change into a hospital gown (clothing will be returned to patient after surgery, valuables will be given to family prior to surgery)
- Review the patient's medical history
- Ensure that all documents are in order
- Start an IV
- Give any necessary pre-op medications
- Collaborate with physicians/ anesthesia to review diagnostic tests
- Remove hair from the surgical site

Can we stay in pre-op with our family member?

Yes, family members are welcome to wait in the pre-op holding area with the patient, once the nurses have completed patient preparation.

However, we ask that there are no more than two visitors at a time and

children under 14 years of age are not allowed in the pre-op or PACU areas. They must remain supervised in the family waiting area.

How long will our family member stay in pre-op holding?

The wait in the pre-op holding area can be a few hours, depending on the surgical schedule for the day and whether the surgical team has had to address any unexpected delays related to previous procedures.

Once the operating room is ready, your family member will be taken there by the operating room nurse. At this time, you will be asked to wait in the family waiting area.

Can I leave the facility during the surgery?

For several important reasons, we request the individual responsible for taking the patient home after surgery remains in the surgical center at all times.

We attempt to run a prompt and efficient operating room schedule. All surgery times are ESTIMATED and unforeseen circumstances can affect surgery schedules, which may cause delays.

Occasionally, procedures may take longer than expected. We suggest family bring reading material, phone chargers, ear buds, etc. to use while your loved one is in surgery.

While in the waiting area, please be respectful of others. If you are using an electronic device, please put it on mute/ vibrate or utilize headphones/ear buds.

Please make phone calls in the hallway or outside, if necessary.

We have complimentary Wi-Fi coffee and water.

Please note – there is no cafeteria in our building. There are several food establishments less than ¼ mile from our facility.

Please feel free to bring food, drinks, snacks or have food delivered into the waiting area.

How will I know when my family member's surgery has been completed?

In most cases, the surgeon will meet you after the procedure is complete to give you an update.

What happens after surgery?

When the surgery is complete; your family member will be transferred to the post-anesthesia care unit (PACU). The PACU nurses will give your family their undivided attention as he/she awakens from anesthesia. The length of time your family members stays in PACU depends on the amount of care and pain management they require after surgery.

The average time is 1 hour, but please do not become concerned if they require more time in PACU. This is only an estimate and our ultimate goal is to give the patient the care and attention they need for as long as necessary.

Can I visit my family member in the PACU?

Once your family member is awake and ready for visitors, one of our PACU nurses will come to get family for a visit. Again, we ask that no more than two visitors at a time, and **children under age of 14 are not allowed in the PACU area.**

When your family member is ready for discharge, the PACU nurses will review discharge instructions/medications provided by the surgeon's office with you. You will also receive a copy of these instructions for your family member to take home.



DISCLOSURE OF OWNERSHIP:
Your Physician may have financial interest in South Suburban Surgical Suites.