

## PATIENT RIGHTS

### Continued

17. The patient shall be entitled to privacy for visits. The patient has the right to reside and receive services in the facility with reasonable accommodation of individual needs and preferences, including choice of room, except when the health and safety of the individual or other patients would be endangered.
18. The patient shall not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, or source of payment, nor shall any such care be denied on account of the patient's sexual orientation.
19. The patient shall be entitled to be treated by the patient's physician of choice, subject to reasonable rules and regulations of the facility regarding the facility's credentialing process.
20. The patient shall be entitled to have the patient's parents, if a minor, or spouse, or next of kin or a personal representative, if an adult, visit the facility, without restriction.
21. The patient shall be entitled to receive representatives of approved organizations as provided in RSA 151:28.
22. The patient shall not be denied admission to the facility based on Medicaid as a source of payment when there is an available space in the facility.
23. Patient have the right to access the Executive Director of the SJH SurgiCenter, LLC through contacting 603-595-3636.

## PATIENT RESPONSIBILITIES

1. Patients are responsible for following SJH SurgiCenter, LLC rules and regulations affecting patient care and conduct.
2. Patients are responsible for being considerate of the rights of other patients and SJH SurgiCenter, LLC personnel and property.
3. Patients are responsible for providing a complete and accurate medical history, to the extent possible.
4. Patients are responsible for making it known whether they understand a planned course of action and the things they are expected to do.
5. Patients are responsible for giving information about unexpected matters or changes in an expected course of treatment.
6. Patients are responsible for providing the SJH SurgiCenter, LLC with accurate and timely information about their sources of payment and ability to meet financial obligations.
7. Patients are responsible for their actions if they refuse treatment or do not follow instructions for their care.



## Core Values of SJH SurgiCenter, LLC

---

**Compassion:** We seek to care for all in the same way we wish to be treated.

**Excellence:** We do our best each day to constantly improve all aspects of the SurgiCenter and the services we provide to our patients.

**Integrity:** We focus on earning the trust of those we serve. We strive to do what is right for patients every day.

**Collaboration:** We work as a team and partner with other organizations to benefit our patients, their families, and the community.

**Stewardship:** We develop and manage our human, financial, material and other resources to benefit and support those we serve.

## SJH SurgiCenter, LLC.

172 Kinsley Street  
Nashua, NH 03061-3036

## PATIENT RIGHTS & RESPONSIBILITIES

---

**SJH SurgiCenter, LLC is committed to providing quality healthcare with deep respect for human life and the well being of our patients.**

**We recognize the sanctity of life, the integrity of the individual and a commitment to sustain and nurture the physical, psychological, spiritual and social well-being of all we serve.**

**As an individual seeking medical care at the SurgiCenter or any of its facilities, you are entitled to expect compassionate, professional treatment from our staff members.**

ADAPTED FROM: STATE OF NEW HAMPSHIRE, PATIENT'S BILL OF RIGHTS, SECTION 151:21 AND HEALTH CARE FINANCING ADMINISTRATION, HOSPITAL CONDITIONS OF PARTICIPATION FOR PATIENT RIGHTS, REV. 17, JUNE 2000

## PATIENT RIGHTS SUMMARY

### **As a patient at SJH SurgiCenter, LLC you have the right to:**

1. Be treated with dignity and respect, free from all forms of discrimination.
2. Receive private and confidential treatment of your medical record and care.
3. Be involved in your care decisions and planning.
4. Know who is providing your care.
5. Know your medical condition and results of tests completed.
6. Request or refuse care and treatment.
7. Have the choices you have made regarding your healthcare respected.
8. Receive care regardless of your ability to pay.
9. Express concerns, complaints or suggestions regarding the care you receive (603) 595-3636.
10. Have your family member, representative and physician notified of your admission.
11. Be free from chemical and physical restraints and seclusion, unless your physician indicates such is necessary for your, or other patients' safety.
12. Review and receive a copy of your medical record (for a reasonable charge).
13. Receive care in a safe setting that is free from all forms of abuse.

## PATIENT RIGHTS

1. The patient shall be treated with consideration, respect, and full recognition of the patient's dignity and individuality, including privacy in treatment and personal care and including being informed of the name, licensure status, and staff position of all those with whom the patient has contact.
2. The patient shall be fully informed in writing of a patient's rights and responsibilities and of all procedures governing patient conduct and responsibilities.
3. The patient shall be fully informed in writing in language that the patient can understand, before or at the time of admission and as necessary during the patient's stay, of the facility's basic per diem rate and of those services included and not included in the basic per diem rate. A statement of services that are not normally covered by Medicare or Medicaid shall also be included in this disclosure.
4. The patient has the right to have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the SJH SurgiCenter, LLC.
5. The patient shall be fully informed by a health care provider of his or her medical condition, health care needs, and diagnostic test results, including the manner by which such results will be provided and the expected time interval between testing and receiving results. The patient shall be given the opportunity to participate, or have his/her representative participate in the planning of his or her total care and medical treatment, to refuse treatment, and to be involved in experimental research upon the patient's written consent only. The patient has a right to request treatment, so long as such treatment is medically appropriate and indicated.

## PATIENT RIGHTS

6. The patient has the right to formulate advance directives and to have the staff and practitioners who provide care in the center comply with these directives.
7. The patient shall be transferred or discharged after appropriate discharge planning only for medical reasons, for the patient's welfare or that of other patients, if the facility ceases to operate, or for nonpayment for the patient's stay, except as prohibited by Title XVIII or XIX of the Social Security Act. No patient shall be refused treatment because the patient becomes eligible for Medicaid as a source of payment. Patients are responsible for following SJH SurgiCenter, LLC rules and regulations affecting patient care and conduct.
8. The patient shall be encouraged and assisted throughout the patient's stay to exercise the patient's rights as a patient and citizen.
9. The patient may voice grievances and recommend changes in policies and services to facility staff or outside representatives free from restraint, interference, coercion, discrimination, or reprisal. Written or verbal grievances may be submitted to the Executive Director of SJH SurgiCenter, LLC at 603-595-3636. A written response should be received within 14 days following receipt of the concern.
10. The patient shall be permitted to manage the patient's personal financial affairs. SJH SurgiCenter, LLC does not participate in the management of personal financial affairs. The patient has the right to receive care in a safe setting, and to be free from emotional, psychological, sexual and physical abuse and from exploitation, neglect, corporal punishment and involuntary seclusion.

## PATIENT RIGHTS

11. The patient shall be free from chemical and physical restraints except when they are authorized in writing by a physician for a specific and limited time necessary to protect the patient or others from injury. In an emergency, restraints may be authorized by the designated professional staff member in order to protect the patient or others from injury.
12. The patient shall be ensured confidential treatment of all information contained in the patient's personal and clinical record, including that stored in an automatic data bank, and the patient's written consent shall be required for the release of information to anyone not otherwise authorized by law to receive it. Medical information contained in the medical records at any facility licensed under this chapter shall be deemed to be the property of the patient. The patient shall be entitled to a copy of such records, for a reasonable cost, upon request.
13. The patient shall not be required to perform services for the facility. Where appropriate for therapeutic or diversional purposes and agreed to by the patient, such services may be included in a plan of care and treatment.
14. The patient shall be free to communicate with, associate with, and meet privately with anyone, including family and resident groups, unless to do so would infringe upon the rights of other patients. The patient has the right to have regular access to the unmonitored use of a telephone.
15. The patient shall be free to participate in activities of any social, religious, and community groups, unless to do so would infringe upon the rights of other patients.
16. The patient shall be free to retain and use personal clothing and possessions as space permits, provided it does not infringe on the right of other patients.