



CENTRE *for* PLASTIC SURGERY

PATIENT'S BILL OF RIGHTS

The Centre for Plastic Surgery presents a Patient's Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, their physician and this facility.

In recognition of the responsibility of the Centre for Plastic Surgery in the rendering of patient care these rights are affirmed in the policies and procedures of this facility.

1. A patient has the right to receive appropriate care regardless of race, religion, color, national origin, sex, handicap, marital status or sexual preference.
2. The patient has the right to considerate and respectful care.
3. The patient has the right to obtain from their physician complete and current information concerning their diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in their behalf. They have the right to know, by name, the physician responsible for coordinating their care.
4. The patient has the right to receive from their physician information necessary to give informed consent prior to the start of the procedure and/or treatment. Except in emergencies, such information should include but not necessarily be limited to the specific procedures and/or treatments, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information.
5. The patient has the right to refuse treatment to the extent by law and to be informed of the medical consequences of their action.
6. The patient has the right to every consideration of their privacy concerning their own medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Those not directly involved must have permission of the patient to be present.
7. The patient has the right to expect that communications and records pertaining to their care should be treated as confidential.
8. The patient has the right to expect that within its capacity the Centre for Plastic Surgery must make reasonable response to the request of a patient for services. The facility must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another health care facility after receiving complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
9. The patient has the right to obtain information as to any relationship of their facility to other health care and educational institutions, insofar as their care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, and who are treating them.
10. The patient has the right to be advised if the facility proposes to engage in or perform human experimentation affecting their care or treatment. The patient has the right to refuse participation in such research projects.
11. The patient has the right to expect reasonable continuity of care and to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the facility will provide a mechanism whereby they are informed by their physician or a delegate of the patient's continuing health care requirements following discharge.
12. The patient has the right to examine and receive an explanation of their bill regardless of the source of payment.
13. The patient has the right to know what facility rules and regulations apply to their conduct as a patient.
14. The patient has the right to know that the surgical facility is owned and operated by the physician's in this practice, Douglas Leppink, MD, Benjamin Rechner, MD, Rebecca Boston, MD.
15. State of Michigan representative to whom patients can report complaints: MMAP 1-800-985-3059 or www.cms.hhs.gov