

Patient Bill of Rights

The patient, as a consumer, purchases services to meet and fulfill their health care needs. The patient is entitled to certain rights. Access to QUALITY care is recognized as a right, not a privilege, for every human being.

1. The patient shall have the right to considerate and responsible care. The care provided will not be affected by race, color, sex, national origin, disability, age, religion, type of illness, or financial status.
2. The patient can reasonably expect to obtain from his/her physician complete and current information concerning his/her diagnosis, treatment, and prognosis in understandable language. If medically inadvisable, the information will be provided to an appropriate person, on his/her behalf.
3. The patient shall have the right to respectfulness and privacy as it relates to his/her medical care program. Case consultation, examination, and treatment are confidential and should be conducted discreetly.
4. The patient shall have the right to consideration of his/her privacy and individuality as it relates to his social, religious, and psychological well-being. The patient shall associate and communicate privately with persons of his/her choice.
5. The patient shall have the right to expect the facility to make a reasonable response to his/her request for services.
6. The patient shall have the right to obtain information as to any relationship of the facility to other health care and related institutions insofar as his/her care is concerned.
7. The patient shall have the right to obtain information as to any care which shall include, but not be limited to, what appointment times and physicians are available.
8. The patient shall be fully informed prior to, or at the time of admission, of services available at the facility, and/or related charges, including any charges for services not covered under insurance.
9. The patient shall be afforded the opportunity to participate in planning of his/her medical treatment, and to refuse to participate in experimental research.
10. The patient shall not be arbitrarily transferred or discharged, but may be transferred or discharged only for medical reasons for his/her or other patient's welfare. Reasonable advance notice of any transfer or discharge must be given to the patient.
11. The patient shall be free from mental and physical abuse, and free from chemical and physical restraint, except in emergencies, or as authorized in writing by his/her physician for a specific and limited period of time, and when necessary to protect the patient from injury to him or herself or to others.
12. The patient shall be assured confidential treatment of his/her personal and medical records, and may approve or refuse their release to an individual outside the facility except as otherwise provided by law or third party payment contract.
13. The patient shall retain and use personal clothing and possessions as space and medical conditions permit.
14. The patient shall be fully informed prior to, or at the time of his/her admission and during his/her stay at the facility, of the rights and responsibilities governing patient conduct and responsibilities.

Northern Plains Surgery Center is owned by UNIFEYE Vision Partners and Dr. Steve Bagan, Dr. Lance Bergstrom, Dr. Anne Keating, Dr. Michelle Atchison, and Dr. Tom Strinden. You have the right to choose an alternative source of service. Please contact your surgeon's clinic to obtain a list of sites where your surgeon has privileges to practice.

The information listed below can be utilized if patients/family members have complaints in relation to the care provided.

The Medicare Beneficiary Ombudsman website:

www.medicare.gov/claims-and-appeals/medicare-rights/gethelp/ombudsman.html North Dakota Department of Health Phone number: 701-328-2352

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