



593 Hercules Dr.
Colchester, VT 05446
(802) 488-5350

Green Mountain Surgery Center Patients

It is your right and responsibility to make educated decisions about your health care. If you need a health care proxy form, visit the Vermont Department of Health at www.healthvermont.gov.

Patient Bill of Rights at the Green Mountain Surgery Center

Green Mountain Surgery Center does not discriminate, exclude or treat differently on the basis of race, color, national origin, age, disability, or sex.

As a patient in our center, you have the right, consistent with law, to:

- Receive care in a safe setting
- Be treated with considerate and respectful care at all time and under all circumstances with recognition of your personal dignity
- Be informed of the provisions for off-hour emergency coverage
- Be informed of the identity and professional status of individuals providing service to you, and to know which physician or other practitioner is primarily responsible for your care
- Obtain from your health care practitioner complete and current information concerning your diagnosis, treatment and prognosis
- Except in emergencies, receive from your physician information necessary to give informed consent prior to the start of any procedure or treatment. An informed consent shall include, as a minimum, the provision of information concerning the specific procedure or treatment, the expected outcome, the reasonable, foreseeable risks involved, and alternatives for care or treatment, if any.
- Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of your action
- Every consideration of privacy concerning your own medical care. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly. Those not directly involved in your care must have your permission to be present
- Privacy and confidentiality of all information and records pertaining to your treatment
- Receive an itemized, detailed, and understandable explanation of charges regardless of the source of payment
- Be provided an interpreter service if there is difficulty hearing, speaking or understanding English at no cost to the patient.
- Be provided professional assessment of pain and professional pain management
- Be free from any act of discrimination or reprisal
- Voice grievances regarding your treatment or care that is (or fails to be) provided by visiting or contacting the surgery center's business office located at **593 Hercules Drive, Colchester, VT 05446, Room 111. Hours of operation are Monday-Friday 8:00am-4:00pm. Phone (802) 488-5350.** Any complaint received will be forwarded to the Administrator
- For concerns about the quality or safety of care, you may contact:
 - The Joint Commission
 - Office of Quality and Patient Safety

One Renaissance Blvd., Oakbrook
Terrace, IL 60181



Telephone: (800) 994-6610
Vermont Department of Health
Executive Director, Board of Medical
Practice

108 Cherry Street
Burlington, VT 05402
Telephone: (802) 863-7200

- If you are a Medicare Beneficiary, you can contact the Medicare Beneficiary Ombudsman to understand your Medicare options and apply your Medicare rights and protections, by visiting this website: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Patient Responsibilities:

Patients should understand and exercise the following responsibilities:

- Provide a complete medical history, to the extent possible, including information about past illnesses, medications, hospitalizations, family history, and other matters relating to present health
- Request information or clarification about your health status or treatment when you do not fully understand what has been described
- Follow the treatment plan prescribed by your provider
- Provide a responsible adult to transport you home from the facility and remain with you for twenty-four hours, if required by your provider
- Inform your provider about any living will, medical power of attorney, or other directive that could affect your care
- Accept personal financial responsibility for any charges not covered by your insurance
- Be respectful of all the healthcare providers and staff, as well as other patients
- Follow the policy that Green Mountain Surgery Center is a no smoking facility