

Patient's Rights & Responsibilities

RIGHTS OF THE PATIENT:

- Purpose: To contribute to more effective patient care and greater satisfaction for the patient, his family, the physician and the center caring for them. Patients shall have the following rights without regard to age, race, sex, national origin, religion, cultural or physical handicap, personal value and benefits.
- Every patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his 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 possible risks and side effects associated with treatment. If medically inadvisable to disclose to patient such information, the information is given to a person designated by 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 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 to 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.

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 or 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 Surgery Center employees.
- Patients are responsible for keeping their procedure appointment, if they anticipate a delay or must cancel, they will notify the Surgery Center as soon as possible.
- Patients are responsible for the disposition of their valuables, as The Surgery Center does not assume the responsibility.
- Patients are responsible to be respectful of others, or others people's property and the property of the Surgery Center.
- 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 443-200-5600 or by mail to our address. Complaints and grievances may also be filed though the Maryland Department of Health & Mental Hygiene, Office of Health Care Quality, Bland Bryant Building, 55 Wade Avenue, Catonsville, Maryland 21228. Or by phone at 410-402-8000.

All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman online at: [www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)

FROM I-95

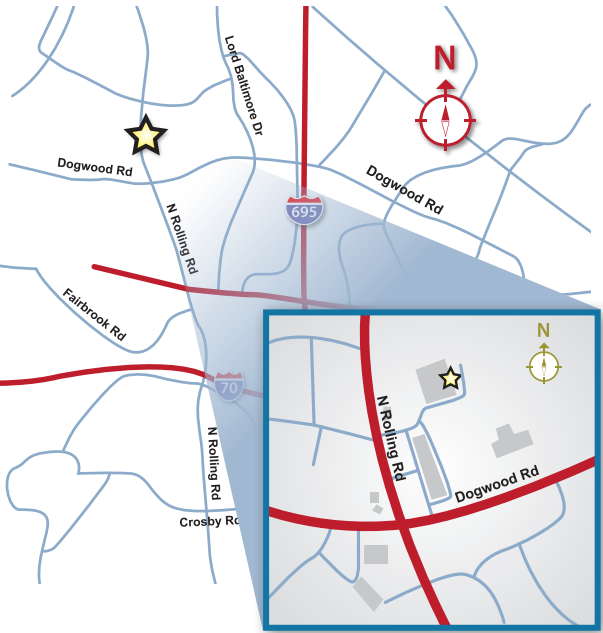
1. I-95 N/S
2. Take exit 49B on the left for I-695 W toward Towson
3. Merge onto I-695 N
4. Take exit 17 for Security Blvd toward Woodlawn
5. Keep left at the fork and merge onto Security Blvd
6. Turn right onto N Rolling Rd

Destination will be on the right located in Dogwood Station Shopping Plaza next to the Mars grocery store.

FROM I-70

1. Head west on I-70 W
2. Take exit 83 for Marriottsville Rd
3. Keep left at the fork, follow signs for Marriottsville Rd S
4. Turn left onto Marriottsville Rd
5. Turn left to merge onto I-70 E toward Baltimore
6. Take exit 94 to merge onto Security Blvd
7. Turn right onto N Rolling Rd

Destination will be on the right located in Dogwood Station Shopping Plaza next to the Mars grocery store.



WINDSOR MILL  
SURGERY CENTER, LLC



2373 N. Rolling Road  
Windsor Mill, MD 21244

443-3000-5600 (phone)  
443-200-5979 (fax)

Orthopedics | Neurosurgery | Plastic Surgery  
Podiatry | Pain Management

You will find that because the center specializes in outpatient surgery, our patients enjoy many advantages, including personalized and efficient service and excellent medical care.

Before Surgery

A nurse from the center will contact you at least 24 hours before your surgery. If no one has called, please call the center for instructions.

Notify you surgeon if there is a change in your physical condition such as a cold, fever or respiratory problems.

Do not eat or drink anything after midnight the night before your operation, including no hard candy or gum. If you child is the patient, please be careful to enforce this. Also, please follow any other special instructions your surgeon may have given you. Failure to follow these instructions may result in cancellation of your surgery.

Please be sure to tell your surgeon if you are on any type of blood thinners or aspirin. Please do not take any medications after midnight unless instructed by your surgeon, primary care doctor or the nurse at our center. All adult patients who come with an advace directive will have it placed in their medical record.

It is extremely important to arrange for a responsible adult to drive you home and remain with you the first 24 hours after surgery.

The Day of Surgery

Wear loose, comfortable clothing, preferably a button down shirt/blouse. Wear comfortable shoes such as slip-ons. Do not wear high heels.

You may need to change into a surgical gown.

Do not wear any jewelry (including body piercing), makeup or cologne. DO not bring any valuables with you.

Bring your driver's license and insurance cards with you. If your insurance company requires co-pay, please bring some form of payment.

Wearing contact lenses is NOT advised. We provide containers for removable dentures and bridgework.

If your child is having surgery, feel free to bring a favorite stuffed animal or security blanket for added assistance.

After Your Surgery

You will be transferred to your car by wheelchair. If anesthesia has been administered, you must have a responsible adult present to drive you home and to care for you following surgery.

Your physician will provide post-operative instructions regarding diet, rest, exercise and medications. You will be provided with a written summary of these discharge instructions.

A nurse from the center will call you the day after your surgery to check on your progress and discuss any questions you may have. If you have any unexpected problems, please call your doctor. If you have any emergency, please call 911.

Thank you for choosing the Windsor Mill Surgery Center,LLC.

Advance Directives

- In the state of Maryland, each person has the primary right to request or refuse medical treatment subject to the state's interest in protecting innocent third parties and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf.
- Windsor Mill Surgery Center, LLC does not honor advance directives. Health care providers at Windsor Mill Surgery Center, LLC are bound to do all in their power to assure the safe recovery of every patient, including resuscitation if that becomes necessary. All adult patients are asked if they have an advance directive, which is placed in their medical record. Adult patients are also informed that an advance directive will not be honored while they are a patient at Windsor Mill Surgery Center, LLC.
- If an adverse event occurs during your treatment at Windsor Mill Surgery Center, LLC, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care Power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care power of attorney.
- If you wish to complete an Advance Directive, copies of official state forms are available at Windsor Mill Surgery Center, LLC.

Helpful Reminders

Please limit the number of family or friends who come with you. Seating is very limited.

If you are driving more than 30 minutes, put one or two pillows in your car so you can elevate the operative extremity.

Females will need to give a urine sample for a pregnancy test pre-operatively.

If you or your family need the services of a foreign language or hearing impaired interpreter, please call to arrange for one at no cost to you, prior to the day of surgery.

Billing Information

After surgery, Windsor Mill Surgery Center, LLC will submit your bill to your insurance company. You will receive a separate bill from your doctor, anesthesiologist and/or pathologist.

Please contact our business office at 443-200-5600 for any questions regarding your bill and /or payment options.

Name: \_\_\_\_\_

Date of Surgery: \_\_\_\_\_

