



## PATIENT BILL OF RIGHTS

1. To expect to be treated with respect, consideration, and dignity.
2. To be assured confidential treatment of disclosure of records and afforded the opportunity to approve or refuse the release of such information, except as otherwise permitted by law of third party payment contract and when release is required by law.
3. To know the name and function of any person providing health care services to the patient.
4. To know names and professional relationships of other physicians who may care for him in the absence of his attending physician.
5. To be provided, to the degree known, information concerning his diagnosis, treatment, and prognosis. When it is not medically advisable to give such information to the patient, the information will be made available to an appropriate person in his behalf.
6. To have the opportunity to participate in decisions involving their health care.
7. To change providers if other qualified providers are available, or request a second opinion.
8. To expect reasonable response to any reasonable requests he may make for service.
9. To refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action.
10. To expect reasonable efforts be made for communication in the language they understand.
11. To expect treatment without regard to race, color, creed, religion, sex, national origin or source of payment, except for fiscal capability thereof.
12. To know services available, such as provisions for after hours or emergency care, educational material available, and policies concerning payment of fees.
13. To examine and receive an explanation of his bill, regardless of the source of payment.
14. To expect reasonable continuity of care and to know in advance the time and location of appointments.
15. To designate any area where he is cared for or treated as a non-smoking area.
16. To leave the office or the OR/procedure area even against the advice of his physician.
17. To have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
18. To have his pain assessed and treated appropriately.
19. To obtain information on Advance Directives:  
[www.oag.state.md.us/healthpol/adirective.htm](http://www.oag.state.md.us/healthpol/adirective.htm)
20. In the event of an emergency, Chesapeake Eye Surgery Center will initiate life saving measures that may conflict with desires as requested in an Advanced Directive or Living Will.
21. To refuse to participate in experimental research
22. To be informed of his/her conduct and responsibilities to Chesapeake Eye Surgery Center, termed Patient Responsibilities, prior to received care.
23. To know that marketing or advertising regarding the competence and capabilities of Chesapeake Eye Surgery Center is not misleading
24. To be advised of the appropriate information regarding the absence of malpractice insurance coverage.
25. To be informed about procedures for expressing suggestions, complaints, and grievances, including those required by State and Federal Regulations

The patients are informed about procedures for expressing suggestions, complaints, and grievances, including those required by state and federal regulations. The patient has the right to make recommendations or lodge a complaint about any aspect of care. The patient may make a complaint to the Nurse Administrator, Jennifer Knopp, RN or the Center's Administrator, Michael Dunn, at (410)-571-9881, or to the Medical Director, Maria Scott, MD at (410)-571-9881. The patient may also file a complaint with the State of Maryland, Maryland Office of Health Care Quality; 55 Wade Ave., Bland Bryant Bldg., Spring Grove Center, Catonsville, MD 21228, 1-800-492-6005 or with the Office of the Medicare Beneficiary Ombudsman, [www.medicare.gov/ombudsman](http://www.medicare.gov/ombudsman).