

Ear, Nose and Throat Surgery Center

Patient Rights and Responsibilities

It is a priority at Ear, Nose and Throat Surgery Center that patients and families are as comfortable as possible during their stay with us. The following statement of patient rights and responsibilities is ENTSC's policy, but does not presume to be a complete representation of all mutual rights and responsibilities.

Patient Rights

1. To reasonable access to the medical resources at ENTSC without discrimination of any kind and in regard to race color, national origin, age, sex, disability, sexual preference or financial status.
2. To receive considerate, respectful, and compassionate care free from all forms of abuse, neglect or harassment.
3. To be informed about and to participate in decisions regarding your care including the refusal of treatment.
4. To be involved in all aspects of care, and to be allowed to participate in that care or change care givers if one is available.
5. To information about advance directives that would allow you to make your own healthcare decisions for the future and to have your chosen representative exercise these rights for you if you are not able to do so.
6. To be assured that our provision of care for you will not be conditioned on your advance directives.
7. To refuse treatment to the extent permitted by law and to be informed of the medical consequences of your actions.
8. To have clinical and educational information about your treatment in language and terms that you understand.
9. To voice complaints about your care, and to have those complaints reviewed and, when possible, resolved.
10. To have access to organizational leaders if an ethical, cultural or spiritual dilemma presents itself.
11. To information about any research activities that involve your treatment, including benefits and risks, procedures involved, and alternative treatments and to refuse participation without concerns.
12. To security, privacy, and confidentiality in all patient care areas as you undergo tests or treatment.
13. To know who is responsible for providing your immediate, direct care, the credentials of health care professionals and if they do not have malpractice coverage.
14. To information about the financial aspects of services and alternative choices.
15. To be supported in accessing protective services when requested.
16. To unrestricted communication unless restrictions are a part of your treatment. Any restrictions will be explained to you and will be reviewed as your treatment changes.
17. To private telephone conversations shall have access to space and telephones appropriate to their needs and the care, treatment, and services provided.

Patient Responsibilities

1. To give your doctor and the ENTSC staff complete and accurate information about your condition and care, including the reporting of unexpected changes in your condition to your physician and nurse.
2. To follow the orders and instructions given by your doctor and instructions given by the staff for your care, including keeping follow-up appointments after discharge.
3. To report unexpected changes in your condition to your physician or nurse and provide a responsible adult to transport you home and remain with you for 24 hours if required.
4. To bring a current copy of your advance directives to be placed in your medical record prior to the time of your admission.

5. To accept responsibility for refusing treatment.
6. To show consideration for other patients by following all rules and regulations pertaining to smoking, visitors, noise and general conduct.
7. To accept financial obligations associated with your care.
8. To be considerate of staff members who are caring for you. A mutual spirit of respect and cooperation allows us to serve you best.
9. To advise your nurse, physician, caregiver and/or the administrative staff of any dissatisfaction you may have regarding your care.

Patient Satisfaction

- Assessment of patient/family satisfaction is most important to us. A patient satisfaction evaluation is given to all patients at discharge. Every attempt is made by the nurse to contact each patient within 24-48 hours after discharge.
- Please let us know how we can improve our service to you.

Voicing Complaints

Our staff strives to provide excellent care and service. If we fail to meet your expectations in any way, please do not hesitate to let us know as soon as possible. Voicing a concern will never adversely affect the care and service we provide. A word to your nurse is all that is usually needed but if you prefer, you can contact ENTSC's Administrator at 702-374-2812. Your question or concern will be promptly addressed. You also have the right to register a complaint with the Nevada Department of State Health Services and/or the Centers for Medicare & Medicaid Services (CMS).

Agency responsible for ASC complaint investigations:
Department of Health and Human Services
Nevada Division of Public & Behavioral Health
Chanel Gafford: 775-684-1051 cgafford@health.nv.gov

Centers for Medicare & Medicaid Services
www.cms.hhs.gov/ombudsman/resources.asp
Toll-Free: 800-MEDICARE (800-633-4227)
TTY Toll-Free: 877-486-2048

NOTICE

Your physician has a financial interest in Ear, Nose and Throat Surgery Center. If you believe that your care is negatively affected by this financial interest please notify the Administrator immediately.

ENTSC does not provide emergency services. After hours a patient with a medical need should contact their attending physician.

In case of an emergency please call 911.