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For quality of care concerns please contact:

MSC ADMINISTRATOR
470 TAYLOR ROAD, SUITE 100
MONTGOMERY, AL 36117
334-284-9600

MEDICARE BENEFICIARY OMBUDSMAN
medicare.gov/ombudsman
1-800-MEDICARE (1-800-633-4227)

ALABAMA DEPT. OF PUBLIC HEALTH
201 MONROE STREET
MONTGOMERY, AL 36104
1-800-356-9597

FOR PRIVACY CONCERNS PLEASE CONTACT:

BAPTIST HEALTH
PRIVACY OFFICER .... 334-273-4417
PRIVACY COORDINATOR ... 334-273-4437
301 BROWN SPRINGS ROAD
MONTGOMERY, AL 36117

Mailing address:
P.O. Box 244001
Montgomery, AL 36124-4001
Fax: 334-273-4415

REGION IV OFFICE OF CIVIL RIGHTS
US DEPT OF HEALTH & HUMAN SERVICES
ATLANTA FEDERAL CENTER SUITE 3B
7061 FORSYTH STREET SW
ATLANTA, GA 30303-8909
PATIENT RIGHTS and RESPONSIBILITIES

As a patient, you can expect the staff to ensure your rights, including but not limited to:

INDIVIDUALIZED TREATMENT AND PERSONALIZED, QUALITY CARE FROM ADMISSION TO DISCHARGE

TO BE INFORMED OF THE EXISTENCE OF BUSINESS RELATIONSHIPS AMONG THE HOSPITAL, EDUCATIONAL INSTITUTIONS, OTHER HEALTH CARE PROVIDERS, OR PAYERS THAT MAY INFLUENCE TREATMENT AND CARE

TO REVIEW THE RECORDS PERTAINING TO YOUR MEDICAL CARE AND TO HAVE THE INFORMATION EXPLAINED OR INTERPRETED AS NECESSARY, EXCEPT WHEN PROHIBITED BY LAW

TO KNOW THE SERVICES AVAILABLE AT MSC (In general, we offer one day surgical services. The center is fully equipped and the staff is fully trained to take care of unforeseen emergencies that could occur during your stay at the center. Should hospitalization become necessary, the center has an arrangement with local hospitals for patient transfer to a hospital. For specific questions, the receptionist will direct you to department manager.)

TO KNOW WHO AND WHERE TO CALL FOR AFTER-HOURS CARE OR EMERGENCIES (You may call the center at 284-9600 and speak with a nurse from 6:30 a.m. until 5:00 p.m., Monday through Friday. Generally you will need to call your physician for specific problems. Your physician’s telephone number is written on your post operative instruction sheet, which you will be given before discharge from the center. For very serious or life-threatening problems, you should access the emergency medical system by dialing 911 on a telephone; or proceed to the nearest emergency room. Always have someone notify your physician if you go to the emergency room.)

As a patient, you have certain responsibilities, including but not limited to:

TO READ AND UNDERSTAND ALL PERMITS AND/OR CONSENTS YOU SIGN (If you do not understand, it is your responsibility to ask the nurse or physician for clarification)

PROVIDE COMPLETE AND ACCURATE INFORMATION TO THE BEST OF YOUR ABILITY ABOUT YOUR HEALTH, ANY MEDICATIONS, INCLUDING OVER-THE-COUNTER PRODUCTS, DIETARY SUPPLEMENTS AND ANY ALLERGIES OR SENSITIVITIES (Please alert the nurse if you might be pregnant or if you have a pacemaker)

TO READ CAREFULLY AND FOLLOW THE PRE-OPERATIVE INSTRUCTIONS YOUR PHYSICIAN AND/OR THE MONTGOMERY SURGICAL CENTER HAS GIVEN YOU

TO NOTIFY THE MONTGOMERY SURGICAL CENTER IF YOU HAVE NOT FOLLOWED THE PRE-OPERATIVE INSTRUCTIONS

TO PROVIDE A RESPONSIBLE ADULT TO TRANSPORT HOME FROM THE FACILITY AND REMAIN WITH FOR 24 HOURS IF REQUIRED

TO READ CAREFULLY AND FOLLOW THE POST-OPERATIVE INSTRUCTIONS YOU RECEIVE FROM THE PHYSICIANS AND/OR NURSES, TO INCLUDE POST-OPERATIVE APPOINTMENTS

TO контактировать с врачом, если у вас есть какие-либо осложнения

TO ASSURE ALL PAYMENTS FOR SERVICE RENDERED ARE MADE ON A TIMELY BASIS (the ultimate responsibility is yours, regardless of the insurance coverage you may have)

TO BEHAVE IN AN ORDERLY MANNER AND ADHERE TO CENTER POLICIES

TO MAKE A SUGGESTION OR COMPLAINT REGARDING THE CARE YOU RECEIVE, EVALUATION FORMS ARE PROVIDED FOR YOUR RESPONSE OR THE RECEPTIONIST WILL DIRECT YOU TO THE APPROPRIATE DEPARTMENT MANAGER TO DISCUSS YOUR SUGGESTIONS

Contact Administrator of MSC: 470 TAYLOR ROAD, SUITE 100, MONTGOMERY, AL 36117 OR PHONE: 334-284-9600

As a patient, you are encouraged to promote your own safety by becoming an active, involved and informed member of your health care team. This includes your right to:

ASK QUESTIONS IF YOU ARE CONCERNED ABOUT YOUR HEALTH OR SAFETY

VERIFY THE SITE/SIDE OF THE BODY THAT WILL BE OPERATED ON PRIOR TO THE PROCEDURE

REMIND STAFF TO CHECK YOUR ID BEFORE MEDICATIONS ARE GIVEN, BLOOD SAMPLES ARE OBTAINED OR PRIOR TO AN INVASIVE PROCEDURE

REMIND THE CAREGIVERS TO WASH THEIR HANDS PRIOR TO GIVING CARE

BE INFORMED ABOUT WHICH MEDICATIONS YOU ARE TAKING AND WHY YOU ARE TAKING THEM

FOLLOW THE TREATMENT PLAN RECOMMENDED BY YOUR CAREGIVERS

ACCEPT PERSONAL RESPONSIBILITY IF YOU REFUSE TREATMENT

OBSERVE MSC RULES

RECOGNIZE AND RESPECT THE RIGHT OF OTHER PATIENTS, FAMILIES AND STAFF

REPORT PERCEIVED RISKS AND UNEXPECTED CHANGES IN YOUR CONDITION TO YOUR HEALTH CARE PROVIDER