

# SANTA BARBARA SURGERY CENTER

## PATIENT RIGHTS

1. Receive the care necessary to help regain or maintain his or her maximum state of health.
2. Expect personnel who care for the patient to be friendly, considerate, respectful, and qualified through education and experience and perform the services for which they are responsible with the highest quality of service.
3. Expect full recognition of individuality, including privacy in treatment and care. In addition, all communications and records will be kept confidential.
4. Complete information, to the extent known by the physicians, regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedure and the possible risk and side effects associated with treatment.
5. Be fully informed of the scope of the services available at the facility including but not limited to; provisions for after-hours and emergency care, payment policies, fees for services rendered, the credentials of health care professionals, information regarding the absence of malpractice insurance coverage, or their right to change their provider if other providers are available.
6. Be a participant in decisions regarding the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.
7. Refuse treatment to the extent permitted by law and be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility.
8. Approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health care facility, or as required by law or third-party payment contract. Personal records are accessible.
9. Be informed of human experimentation or other research/educational projects affecting his or her care of treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.
10. Change primary or specialty physician or dentist if other qualified physicians or dentists are available and to be informed if a physician does not have malpractice coverage. The Santa Barbara Surgery Center requires that all physicians possess malpractice coverage. The patient has a right to request his/her surgeon's credentials.
11. Have an advance directive, such as a living will or healthcare proxy. A patient who has an advance directive must provide a copy to the center and to his or her physician so that his or her wishes may be known and honored, upon transfer to a higher level of care from SBSC. The Santa Barbara Surgery Center does not honor advance directives pertaining to the termination of life support functions.
12. Be fully informed before any transfer to another facility or organization.
13. Express those spiritual beliefs and cultural practices that do not harm another or interfere with the planned course of medical therapy for the patient.
14. Not to be subjected to misleading marketing or advertising regarding the competence and capabilities of the Center.
15. Express grievances/complaints and suggestions at any time. Grievances or complaints can be addressed to any of the following:

### **SB Surgery Center**

Attn: Chief Executive Officer  
3045 De La Vina St.  
Santa Barbara, CA 93105  
(805) 569-3226

### **AAAH**

5250 Old Orchard Road  
Suite 200  
Stokie, IL 60077

### **CA Dept of Health**

Ventura District Office  
1889 N. Rice Ave. Suite 200  
Oxnard, CA 93036

### **Medicare Beneficiary Ombudsman**

<http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx>

**SANTA BARBARA SURGERY CENTER**  
**PATIENT RESPONSIBILITIES**

**THE PATIENT IS RESPONSIBLE FOR:**

1. Being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions, including respecting the property of others and the facility.
2. Informing SBSC about any living will, medical power of attorney, or advance directive that could affect his or her care. The SBSC does not honor any of these healthcare directives.
3. Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her.
4. Keeping appointments and, when unable to do so for any reason, for notifying the facility and physician.
5. Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, all medications, including over-the-counter and dietary supplements, and unexpected changes in the patient's condition or any other patient health matters, including allergies and sensitivities.
6. Observing prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeiting the right to care at the facility and being responsible for the outcome.
7. Promptly fulfilling his or her financial obligations to the facility.
8. Providing payment to the facility for copies of the medical records that the patient may request, if applicable.
9. Identify any patient safety concerns.
10. Accepting personal financial responsibilities for the charges not covered by insurance.
11. Providing a responsible adult to transport him or her home from the facility.