

## **IMPORTANT INFORMATION ABOUT YOUR RIGHTS AS A PATIENT OF ELLIOT 1-DAY**

The following is a summary of your rights as a patient. For more detailed information, please refer to the “Patient Rights and Responsibilities” brochure available from Elliot 1-Day Surgery Center.

Every patient has the right to:

- Personal privacy.
- Receive care in a safe setting.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Be free from all forms of abuse or harassment.
- Exercise these rights without being subjected to discrimination or reprisal.

If adjudged incompetent under New Hampshire state law by a court of proper jurisdiction, a patient has the right to have his or her rights exercised by the person appointed by law to act on the patient’s behalf. If a court has not adjudged a patient to be incompetent, the patient has the right to any legal representative designated by the patient to the extent permitted by New Hampshire state law.

**Financial Disclosure.** You have the right to be informed whether your referring physician has a financial or ownership interest in Elliot 1-Day. Disclosure of this information must be in writing and furnished to you in advance of the date of your procedure.

**Confidentiality.** Elliot 1-Day follows all federal and state laws regarding the privacy and security of health information. For more information about how we may use and disclose your protected health information, please refer to the *Elliot Health System Notice of Privacy Practices*.

**Questions / Complaints.** You have the right to file or voice a grievance / complaint regarding treatment or care that is (or fails to be) furnished. Any questions or complaints about patient rights should be directed to the Director of Elliot 1-Day at **(603) 663-5900**. You may also call the Patient Relations / Safety Line at **(603) 663-2666** or toll-free **(800) 922-4999**. You have the right to a written notice describing the steps taken to investigate your grievance; the results of the grievance process; and the date the grievance process was completed.

You also have the right to file a complaint with the New Hampshire Department of Health and Human Services, Office of Program Support, Bureau of Health Facilities Administration, 129 Pleasant Street, Concord, NH 03301-3857 or at **(603) 271-4592** or NH toll-free **(800) 852-3345**.

You have the right to contact the Office of the Medicare Beneficiary Ombudsman at **1-800-MEDICARE**. More information is available at <http://www.cms.hhs.gov/center/ombudsman.asp>.