



ALBUQUERQUE AMBULATORY  
**Eye Surgery Center**

## **YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT**

The doctors, nurses and staff of the Albuquerque Ambulatory Eye Surgery Center are committed to meeting your needs as our patient. We are committed to providing the best care available, to respecting your rights and to helping you recognize your responsibilities as a patient. This information has been prepared to help you understand both your rights and responsibilities. We believe that patients who understand and participate in their healthcare are better able to achieve the desired recovery.

### **YOUR RIGHTS AS A PATIENT:**

**CARE AND DECISION MAKING** - you or your legally authorized representative have the right to:

- receive care regardless of your race, creed, color, national origin, ancestry, religion, sex, marital status, age, newborn status, handicap or source of payment
- be treated with consideration, respect, and recognition of your individuality and personal care, including the need for privacy in treatment
- have the opportunity to participate to the fullest extent possible in planning for your care and treatment
- have your consent obtained before treatment is administered, except in emergencies
- refuse treatment to the extent permitted by law and be informed of the medical consequences of your refusal
- a full explanation, provision for continuing care and acceptance by the receiving institution, and doctor if you are transferred to another facility, except in emergencies
- designate who may be permitted to visit during your stay in accordance with Surgery Center policy
- make decisions regarding your care or select a representative to act on your behalf if you are unable to do so
- make informed decisions regarding your care including being informed of your health status
- consult with a specialist, at your own expense
- formulate advance directives and to have Surgery Center staff and practitioners who provide care in the Surgery Center comply with these directives
- receive reasonable continuity of care within the scope of services offered and staffing of the facility
- receive care in a safe setting
- be free from all forms of abuse or harassment
- be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff

**INFORMATION** – Your or your legally authorized representative has the right to:

- have your medical records, including all computerized medical information, kept confidential
- access to your medical record
- know the names of your doctors and others who have overall responsibility for your care
- receive from your doctors or the nurses caring for you, information about your illness, course of treatment and prognosis for recovery in terms you can understand
- receive a copy of these rights and responsibilities at the time of admission
- be fully informed and give prior consent for your participation in any form of research or experimentation

- examine and receive an explanation of your Surgery Center bill regardless of source of payment, and may receive upon request, information relating to financial assistance available through the Surgery Center
- be informed of your responsibility to comply with the Surgery Center rules, cooperate in your own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property, and provide required information concerning payment of charges
- ask questions until you are comfortable that you understand an issue regarding your diagnosis or care
- an explanation of any procedure, including an operation, its risks and consequences and available alternatives
- information about any continuing health care requirements
- be aware your physician may have financial interests in the Surgery Center

**PROCEDURES FOR PATIENT COMPLAINTS OR GRIEVANCES** – You or your legally authorized representative has the right to:

- expect prompt, personal action in addressing a need or concern
- a resolution of a complaint within a short time frame agreed to, by you and the person responding to you
- the attention of a director/officer in the resolution of a complaint regarding your care, without fear of reprisal, should you request it
- express a complaint about your care or treatment; in order to initiate a complaint, you may ask to speak to the center's Coordinator at the location of your surgery or you may address your concerns in writing and send to:  
 Albuquerque Ambulatory Eye Surgery Center  
 Attention Director of Surgical Services  
 8801 Horizon Blvd NE Suite 360  
 Albuquerque, NM 87113  
 (505)768-1333
- The Surgery Center Director shall call or write to the patient acknowledging receipt of the complaint within five (5) working days of receiving the complaint. If the Director cannot resolve the matter, it will be referred to the attention of the Medical Director of the Surgery Center.

Complaints regarding this ASC may be filed with the New Mexico Department of Health at the following address:

Health Facility Licensing and Certification Bureau  
 2040 South Pacheco  
 2<sup>nd</sup> Floor Room 413  
 Santa Fe, NM 87505  
 1-800-752-8649

Complaints regarding this ASC may be filed with the Office of the Medicare Beneficiary Ombudsman at the following:

[www.medicare.gov/ombudsman/resources.asp](http://www.medicare.gov/ombudsman/resources.asp)  
 call 1-800-MEDICARE (1-800-633-4227)  
[www.quickbrochures.net/medicare/medicare-ombudsman-and-complaints.htm](http://www.quickbrochures.net/medicare/medicare-ombudsman-and-complaints.htm)