



Patient's Rights and Responsibilities

At Hays Surgical Associates, we are committed to providing you with the best care and treatment. We respect your rights as a patient and consumer and want you to understand your rights and responsibilities.

Patients' Rights

1. You have the right to considerate and respectful care.
2. You have the right to be an active participant in the development of your individual plan of care.
3. You will not be denied care due to race, creed, color, national origin, sex, age, sexual orientation, disability, or source of payment.
4. You have the right to be informed about your diagnosis or condition, including treatments which may be available to you, in terms in which you understand.
5. You have the right to receive information necessary to give informed consent prior to the start of any procedure or treatment, including a description of the proposed procedure, the risks involved, any alternatives to the procedure, and an estimated duration of incapacity.
6. You have the right to refuse treatment to the extent permitted by the law, and to be informed of the possible consequences of refusal.
7. You have the right to refuse to participate in research or experimental treatment.
8. You are entitled to be free from all forms of abuse or harassment.
9. You have the right to make, or have a representative of your choice make, informed decisions about your care.
10. You have the right to make advanced directives and have them followed.
11. You have the right to appropriate assessment and management of pain.
12. You are entitled to be free from any form of restraint or seclusion as a means of convenience, discipline, coercion, or retaliation.
13. You have the right to know the names and professional titles of your physicians and caregivers.
14. You have the right to request a second opinion or change providers if you so choose.
15. You have the right to personal privacy and to receive care in a safe environment.
16. You have the right to express concerns or grievances regarding your care.
17. You have the right to privacy and confidentiality of your clinical and personal records.
18. You have the right to see your medical record to the limits of the law.
19. You have the right to an explanation of all items on your bill.

Patients' Responsibilities

1. It is your responsibility to provide accurate and complete information about all matters pertaining to your health, including medications and past or present medical conditions.
2. It is your responsibility to follow the instructions and advice of your provider. You must accept the consequences for failing to follow advice or instructions.
3. It is your responsibility to notify your provider if you do not understand information about your condition or treatments.
4. It is your responsibility to report any changes in your condition or symptoms, including pain, to your provider.
5. It is your responsibility to act in a considerate and cooperative manner and to respect the rights and property of others.

6. It is your responsibility to pay your bills in a timely manner or to make arrangements to meet your financial obligations.