

# Your Rights and Responsibilities as an Outpatient

You have certain rights and responsibilities as a patient in a Minnesota outpatient surgical center. These rights and responsibilities help you take an active role in your health care and promote your well-being and recovery.

A staff member will make sure you have received this written document when you are admitted. Please read the following information and ask your health care provider if you have any questions.

## Your Rights

You have a right to:

- receive medical and personal care that is:
  - courteous and respectful
  - based upon your specific needs
- know the name and credentials of the doctor or other health care provider who is responsible for coordinating or providing your care
- have complete and current information about your treatment so you can make informed decisions; this includes:
  - knowing the diagnosis, treatment, alternatives, risks and most likely results
  - having the information stated in terms and words you understand
  - having a family member or other chosen person present when you talk with your health care provider if you wish
- refuse care
- refuse to participate in research
- have privacy for medical and personal care; this includes:
  - discussions, exams, treatments, medical records (except where a release of records is authorized by law)
  - personal hygiene activities
- see a copy of your medical records as allowed by law
- have personal privacy with respect to your preferences (cultural, social or religious preferences) and for communications with others (phone calls, mail)
- receive care in a safe setting, free from abusive or harassing behavior
- change health care providers if you wish
- have an interpreter provided with no charge
- be provided assistance for visual, hearing, cognitive or other communication impairments
- know what services are available at the facility
- know whom to contact for after-hours and emergency care
- a list of doctors who have financial interest or ownership in the facility
- know the fees for services and payment policies

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- develop an advance directive and to have health care providers respect your wishes as permitted by law and facility policy
- quick and reasonable response to your questions and requests
- know the method for providing feedback, including complaints
- make a formal grievance and recommend changes in the facility's policies or services without fear of revenge or punishment.

## Your Responsibilities

You are responsible for:

- showing respect and consideration for the facility staff, other patients and property
- providing accurate and complete information about your health and reporting any changes in it
- following the care or treatment plan prescribed by your provider and participate in your care
- provide a responsible adult to drive you home and stay with you for 24 hours, if required by your provider
- paying for charges related to your care not covered by your insurance.

## For More Information

This fact sheet contains only a brief summary of your rights and responsibilities. If you would like more information, please see the copy of the following documents you received:

- Minnesota Outpatient Patients' Bill of Rights
- Advance Directive Policy
- Notice of Privacy Practices.

## For Concerns About Your Care

Talk with your health care provider if you have any concerns about your care. You can also talk with the director of the facility.

If you think that your concerns have not been satisfactorily resolved, you may contact one of the following:

### ■ Minnesota Department of Health Office of Health Facility Complaints

- 85 E. Seventh Place, Suite 300  
P.O. Box 64970  
St. Paul, MN 55164-0970
- 651-201-4201 or 1-800-369-7994

### ■ Office of Medicare Beneficiary Ombudsman

- Ombudsman for Long-Term Care  
P.O. Box 64971  
St. Paul, MN 55164-0971
- 651-431-2555 or 1-800-657-3591
- Visit: [cms.gov](https://www.cms.gov)

- Click on the *Outreach and Education* tab.
- Scroll down and click on *Ombudsman* under Special Topics.