



## ***BISMARCK SURGICAL ASSOCIATES PATIENT RIGHTS AND RESPONSIBILITIES***

### **As a patient at Bismarck Surgical Associates, you have the right to:**

1. Be treated with dignity, respect, and personal privacy at all times.
2. Be protected from discrimination.
3. Get emergency care when you need it and transfer to local hospital if necessary.
4. Exercise your rights without being subjected to discrimination or penalty.
5. Voice grievances regarding treatment or care that is (or fails to be) furnished. Grievances can be reported to the BSA management at 701-221-2299, or ND Department of Health supervisor at 600 E. Boulevard Ave, Dept 301, Bismarck, ND, 58505, 701-328-2352. You can also contact the Office of the Medicare Beneficiary Ombudsman at:  
<https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
6. Be fully informed in language you understand about your treatment or procedure and the expected outcome before it is performed.
7. Receive care in a safe setting and free from all forms of abuse or harassment.
8. Receive an explanation of financial charges for services rendered.
9. Information concerning your physician's relationship with this facility.
10. Know the identity of the health care provider taking care of you.
11. Confidentiality of your medical records, health condition, and disclosure according to HIPAA.
12. Make informed decisions about your medical care, including the right to accept or refuse treatment and know/ understand the outcome for such refusal.
13. Information concerning BSA policies on Advance Health Care Directives.

### **As a patient, you are responsible for:**

1. Providing to your best knowledge accurate and complete information about your past and present medical history.
2. Following the treatment plan recommended by your health care provider.
3. Providing an adult to transport you home after your procedure/ surgery.
4. Indicating whether you understand and agree to the proposed treatment and expected outcome.
5. Assuring that the financial obligations of your health care are fulfilled as expediently as possible, including accepting personal financial responsibility for any charges not covered by your insurance.
6. Providing information about your Advance Health Care Directive.
7. Being respectful of all health care providers, staff, as well as other patients.

### **Advance Health Care Directive:**

This is a form that describes the kind of medical treatment you want in the event you become debilitated. Many people who are seriously or terminally ill have an advance directive. It is the policy of Bismarck Surgical Associates to inform patients of their right to an advance health directive however, unexpected complications due to anesthesia and/or surgery are not natural causes and therefore will be treated appropriately. This means should an adverse event occur during a patient stay, BSA will initiate resuscitative or other stabilizing measures and transfer the patient to an acute care hospital. Further treatment or withdrawal from treatment will be addressed per the hospital policy on advance directives. Advance directives are optional, Bismarck Surgical Associates will help explain your medical options. Other questions could be directed to your minister, rabbi, family, friend, advisor or the ND department of Human Services at 1-855-462-5465 or go to their website at: [https://www.wrhs.com/images/pdf/Making\\_Health\\_Care\\_Decisions.pdf](https://www.wrhs.com/images/pdf/Making_Health_Care_Decisions.pdf) and print "Making Health Care Decisions in ND" In this publication you will find the Advance Directive form to fill out. BSA will provide you with the publication "Making Health Care Decisions in ND" upon request.

Bismarck Surgical Associates is owned and operated by the following physicians: Duncan Ackerman, Tim Bopp, Chad Carlson, Joe Carlson, Brian Dahl, Tim Juelson, Brock Norrie and Troy Pierce 310 N 9<sup>th</sup> St, Monte Leidenix 620 N 9<sup>th</sup> St, Attas Boutrous, and Hugh Carlson 600 N 9<sup>th</sup> St. Additional information furnished upon request.