

PATIENT BILL OF RIGHTS

The Face and Jaw Surgery Center has established this Patient Bill of Rights with the expectation that these rights will contribute to effective patient care and greater satisfaction for the patient, provider, and the organization. This practice is a specialized area of dentistry and medicine (Oral and Maxillofacial Surgery) which deals with the diagnosis, surgical and adjunctive treatment of diseases, injuries, and defects involving both the functional and esthetic aspects of the hard and soft tissues of the oral and maxillofacial region.

- ❖ The patient has the right to considerate and respectful care.**
- ❖ The patient has the right to privacy regarding his/her own patient care. Consultation, exams, and treatment are confidential and conducted discreetly.**
- ❖ The patient has the right to expect that his/her own patient records will be treated confidentially, and patients are given the opportunity to approve or disapprove their release except when release is required by law.**
- ❖ The patient has the right to complete understanding of their treatment concerning his/her diagnosis, treatment and prognosis, and has an opportunity to participate in the decision making process of their health care treatment except when such participation is contraindicated for medical reasons.**
- ❖ A patient who does not speak English has the right to be provided an interpreter when receiving medical services if the facility has a person readily available who can interpret on behalf of the patient.**
- ❖ The patient has the right to receive from his/her health care provider information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include but may not necessarily be limited to the specific procedure and /or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care of treatment exist or when the patient requests information concerning medical alternatives, the patient has the right to know the alternatives.**
- ❖ The patient has the right to refuse treatment and/or to change providers (surgeons), and to be informed of the dental/medical consequences of his/her action.**
- ❖ The patient has the right to expect that within its capacity Face and Jaw Surgery Center will provide evaluation, service, and /or referral as indicated by the urgency of the patient's condition. When medically permissible, the patient may be transferred to another facility only after he/she has received complete information and**

explanation concerning the need for and the alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for the transfer.

- ❖ The patient has the right to expect reasonable continuity of care. He/she has the right to know in advance what appointment times and providers are available and the location where their services are provided. The patient has the right to expect this facility will provide a mechanism whereby he/she is informed by the provider or their delegate of the patient's continuing health care requirements following discharge.
- ❖ The patient has the right to be advised if an experimental procedure or treatment affecting their healthcare is proposed. The patient has the right to refuse to participate in such research projects.
- ❖ The patient has the right to receive an explanation of their bill for services rendered.
- ❖ The patient has the right to know the rules and regulations applicable to his/her conduct as a patient.
- ❖ The patient is informed of the after-hours and emergency care policy in regard to the doctor on call 24 hours per day, seven days per week, 52 weeks per year.
- ❖ The patient has the right to express grievances and make suggestions. They are provided a means to register a complaint concerning any aspect of the service/care provided by the center. The governing body will review the complaint with the administrative team to aid in resolution of the matter (see additional information below).

Patient Responsibilities:

- ❖ The patient is required to provide accurate and complete information about his/her present and past health, including medications; this must include over the counter medications and dietary supplements. In addition, the patient must inform his treating providers of any allergies or sensitivities.
- ❖ It is the patient's responsibility to follow and comply with the plan of the treatment prescribed by his/her provider.
- ❖ It is the patient's responsibility to fully participate in the decisions that involve his/her own health care and accept the consequences of those decisions if complications occur.

- ❖ It is the patient's responsibility to conduct themselves in a respectful manner with all healthcare professionals and staff, as well as other patients.
- ❖ Patients receiving anesthesia must have a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- ❖ It is the patient's responsibility to inform his/her provider about any living will, medical power of attorney or other directive that could affect his/her care. The implementation of the tenets of these directives is within the purview of the attending surgeon during treatment and at his or her discretion. Face and Jaw Surgery Center will not be the facilitator of advance directives for patients
- ❖ The patient is responsible for fulfilling the financial obligation of their care. He/she is responsible for furnishing information and cooperating with the expediting of payment by a third party payer. The patient must also accept the personal financial responsibility for any charges not covered by his/her insurance.

Grievances:

It is Face and Jaw Surgery Center's policy to provide an effective and timely process for all patients, family members, and visitors to voice concerns, complaints, or grievances. Your comfort, satisfaction, and safety are very important to us, and we strive to meet all of your needs while at our facilities. However, if you or any of your family members have any concern, please let us know immediately, and we will do our best to resolve it.

Contact our Face and Jaw Surgery Center Administrator about your concerns:
Lyndsie Jo Gryskiewicz at 701-239-5969

We encourage you to immediately address all concerns with us so that we may promptly resolve the matter; however, you also have the right to contact our regulators and accreditors directly:

You can contact the North Dakota Department of Health:
600 East Boulevard Avenue
Bismarck, ND 58505-0200
701-328-2372

You can contact the North Dakota State Board of Dental Examiners:
PO Box 7246
Bismarck, ND 58507
701-258-8600