

PATIENT RIGHTS AND RESPONSIBILITIES
**(Including Disclosures Regarding Bloomington Eye Institute's/Gailey Eye Surgery – Decatur's
Advanced Directive Policy and Facility Ownership)**

Bloomington Eye Institute/Gailey Eye Surgery - Decatur recognizes the importance of providing the best possible care for each patient, while focusing on their individual needs. Accordingly, we also recognize the importance of the following patient rights and responsibilities.

As the patient or patient's representative you have the right to:**

- Receive medical care and treatment that respects your personal values and beliefs and addresses your individual needs.
- Receive information regarding the condition you are being treated for, including treatment, possible outcome, proposed procedures and risks involved with those procedures in terms you are able to understand.
- Participate in decisions regarding your medical care, including the right to accept or refuse medical or surgical treatment and to be informed of the medical consequences of refusing treatment.
- Consent or refuse to consent to the photographing or videotaping of your procedure or the admittance of observers in the operating room to view your procedure.
- Be free of any restraints unless needed for the purpose of protecting you or others from injury.
- Receive appropriate assessment and management of pain.
- Privacy, security, and confidentiality of your medical record information, including the right to review these records within a reasonable time period. In addition, only those individuals who are legally authorized to do so will be allowed to have access to your medical records.
- Have an advanced directive that states your wishes regarding treatment and authorizes someone to represent you in decision making related to your healthcare in the event you are unable to do so.
- Be provided on request with appropriate information from the State of Illinois regarding Advance Directives as well as copies of official Advance Directive forms from the State of Illinois.
- Know that the policy at Bloomington Eye Institute/Gailey Eye Surgery - Decatur is to provide immediate resuscitative emergency care and basic life support measures if a medical emergency should arise, but will transfer you to an acute care hospital which will make any decisions about following any advance directive or living will.
- Receive safe and competent care in a setting free from any kind of abuse or harassment.
- Be aware of your right to protective services when you feel your circumstances indicate this need.
- Receive any needed help with communication through interpreters or required assistive devices.
- Know that Bloomington Eye Institute/Gailey Eye Surgery - Decatur is an independent limited liability company owned by physicians at Gailey Eye Clinic (Drs Ara Aprahamian, Ken Barba, Sumit Bhatia, Gregory Halperin, Joseph Harman, and Robert Lee), 1008 North Center St., Bloomington, IL. 61701. Bloomington Eye Institute/Gailey Eye Surgery - Decatur provides exceptionally high quality care in a specialized outpatient eye surgery center setting to patients needing eye surgery or treatment.
- Be able to share your comments, concerns or complaints about your care with us. You may call Bloomington Eye **Bloomington Eye Institute patients:** call 309-827-2020 to speak with someone in patient accounts regarding any questions with your bill, or to contact Karen Magers, RN, Director of Bloomington Eye Institute with any comments or concerns about your care. Her office is located at Bloomington Eye Institute, 1008 North Center St., Bloomington, IL. 61701.

Gailey Eye Surgery – Decatur patients: call 217-875-2600 to speak with someone in patient accounts regarding any questions with your bill, or to contact Jody Cramer, RN, Director of Gailey Eye Surgery Decatur with any comments or concerns about your care- her office is located at Gailey Eye Surgery – Decatur, 646 W. Pershing Rd., Decatur, IL, 62526.

At any time you may submit your concerns to the following:

**Illinois Department of Public Health
Office of Healthcare Regulation**

c/o Toni Colon, Deputy Director (Acting)

217-782-2914; fax 217-524-6292

525 W. Jefferson St., 5th Floor

Springfield, IL. 62761-0001

Telephone: toll free 1-800-252-4343

Medicare Ombudsman Website

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

**** If the patient is a minor (not of legal age), these rights may apply to the patient's parent or guardian.**

As the patient or patient's representative you are responsible for:**

- Providing to the best of your ability accurate and complete information about your current health and medications you are taking, your medical history, including past illnesses and hospitalizations, any sensitivities or allergies to drugs or other agents, and any other matters relating to your health.
- Informing appropriate healthcare staff of any unexpected changes or reactions while under our care here at Bloomington Eye Institute/Gailey Eye Surgery – Decatur.
- Asking questions if you do not understand your plan of care or treatment.
- Providing accurate and complete insurance information to assure claims are processed properly, and paying any financial obligations remaining after insurance payments as promptly as possible.
- Informing healthcare providers of any advance directives that are in effect.
- Should you need to cancel your procedure, you are responsible for notifying appropriate healthcare providers in a timely manner.
- Following the instructions given to you by your healthcare provider.
- Accepting any consequences for refusing treatment or not following your healthcare provider's instructions.
- Following Bloomington Eye Institute/Gailey Eye Surgery - Decatur rules and regulations affecting patient care, conduct, and safety.
- Being considerate of the rights of other patients and anyone accompanying them as well as Bloomington Eye Institute/Gailey Eye Surgery - Decatur staff.
- Assisting with the control of noise and distractions and observing the no smoking policy.
- Informing appropriate healthcare providers if you feel your rights have been or may be violated.

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