

**Patients shall have the following rights without regard to age, race, sex, national origin, religion, cultural, or physical handicap, personal value and belief systems and without being subject to discrimination or reprisals.**

- The right to receive the care necessary to help regain or maintain his/her maximum state of health.
- The right to personnel who are qualified through education and experience to perform the services for which they are responsible. The patient has the right to identify the professional status of all individuals providing services to them.
- The right to be treated with consideration, respect, and full recognition of individuality, including privacy in treatment and in care.
- The right to be provided to the extent known by the physician, complete information regarding diagnosis, treatment, and the prognosis, expected outcomes, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
- The right to be fully informed of the scope of services available in the facility, provisions for after-hours and emergency care, and related fees for services rendered.
- The right to be a participant in decisions regarding the intensity and scope of treatment. Circumstances under which the patient may be unable to participate in his / her plan of care are recognized. In these situations, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.
- The right to approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
- The right to be informed of any educational projects, experimentation, research investigation, and clinical trials affecting his / her care or treatment and to refuse participation in such experimentation without compromise to the patient's usual care.
- The right to voice grievances regarding treatment or care that is (or fails to be) furnished without fear of retribution or denial of care and have any grievances reviewed in a timely manner.
- The right to change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- The right to be fully informed before any transfer to another facility or organization.
- The right to accept medical care or to refuse treatment, to the extent permitted by law, and to be informed of the medical consequences of such refusal. The patient also has the responsibility for his / her actions should he / she refuse treatment or does not follow the Third Coast Oral & Maxillofacial Surgery instructions.
- The right to care that reflects consideration of the personal values and belief systems that affect attitude and response to care. Patients are allowed to express those spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy for the patient.
- The right to participation by the patient or designated representative in regards to ethical issues.
- If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State Law to act on behalf of the patient.
- If a State Court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
- The patient has the right to personal privacy, to receive care in a safe setting, be free of all forms of abuse or harassment including neglect, exploitation and verbal, mental, physical and sexual abuse.

- The patient has the right to and the need for effective communication, pain management, to receive information in a manner that he or she understands, and to give or withhold informed consent, including the use of recordings, films or other images for purposes other than his or her care.
- The patient has the right to access protection services.
- The patient has the right to be involved in resolving problems with care decisions.
- The patient has the right to be informed of unanticipated outcomes.
- The responsibility to observe prescribed rules of the Third Coast Oral & Maxillofacial Surgery for their stay and treatment and, if instructions are not followed, forfeits the right to care and is responsible for the outcome.
- The responsibility to promptly fulfill the financial obligations.
- The responsibility for being considerate of other patients and personnel and for assisting in the control of noise, smoking, and other distractions. The patient and family are responsible for the respect of property of others and the facility.
- As part of your patient rights and in keeping with Federal regulations we are informing you of the following: Third Coast Oral & Maxillofacial Surgery 2119 64<sup>th</sup> St SW, Byron Center MI, 49315 (616) 217-3632 owns 100% of the facility.
- The responsibility to report whether he / she clearly understands the planned course of treatment and what is expected of them.
- The responsibility for keeping appointments and, when unable to do so for any reason, for notifying the Third Coast Oral Surgery in a prompt matter.
- The right to choose and direct emergency responses to serious health events through Advance Directives. You have the right to discuss these decisions with your doctors before surgery. If you don't have the forms and want them, we will provide the State of Michigan form if requested. If you have completed an Advance Directive and want your instructions followed at Third Coast Oral & Maxillofacial Surgery, you have the responsibility to provide a copy of your document to us.
- If you have questions or concerns about safety, please tell your nurse or your doctor. If you would like to file a complaint, you may contact: Our Administrative Manager, Karlie Dominguez, [kd@thirdcoastoms.com](mailto:kd@thirdcoastoms.com), 616-583-7308.