



**NASHUA AMBULATORY SURGICAL CENTER (NASC)
PATIENT RIGHTS AND RESPONSIBILITIES**



AT NASC, YOUR PATIENT RIGHTS INCLUDE THE FOLLOWING:

- Safe, considerate care.
- Privacy, personal and informational.
- Participation in healthcare decisions.
- Knowing the names of caregivers
- Being fully informed of risks, benefits expected outcomes and alternative treatments for scheduled procedures.
- Consent to or refuse treatment without being subjected to discrimination.
- An advance directive, such as a living will, healthcare proxy, surrogate decision maker or legal guardian. **NASC will not honor a DNR (do not resuscitate).**
- Confidentiality of your medical record and the right to review your record.
- Explanation of the need for your transfer to another facility.
- Awareness of the potential ownership in the NASC by your physician.
- Participation in your pain management treatment to enhance your recovery.
- Consent to declination to take part in research affecting your care.
- Knowledge of center rules that will affect you, your treatment and your payments.
- Access to protective services.
- Access to an interpreter.
- Accommodation of special needs for handicapped or sensory impaired persons.
- Accommodations for incompetent patients assigned a surrogate by the State to act on the patient's behalf.
- Accommodations for competent patients to delegate their right to make informed decisions to a surrogate to the degree permitted by State law.

YOU HAVE THE RESPONSIBILITY TO:

- Provide information about your present and past health history, prescription medications, over the counter medications, including dietary supplements and any allergies or sensitivities.
- Ask questions when you do not understand information or instructions.
- Keep your health care providers informed of your level of discomfort in a timely manner to maximize the effectiveness of your pain management treatment plan.
- Be considerate of the rights of other patients, and respect healthcare providers, staff and center rules and regulations.
- Inform us if you have an advance directive and provide a copy to the center.
- Comply with the treatment plan and instructions for follow- up care.
- Assure financial obligation for healthcare services received are promptly met.
- Inform center personnel of any special needs accommodations required.
- Make arrangements to have a responsible adult drive you home and be available for 24 hours after your procedure.

**TO VOICE CONCERNS OR GRIEVANCES REGARDING CARE
PLEASE CONTACT:**

Meredith Sterling, RN: NASC Nurse Administrator: 15 Riverside Street Nashua, NH 03062 (603) 882-0950
Ombudsman State of NH: 129 Pleasant Street Concord, NH 03301 (603) 271-6941
Department HHS: 129 Pleasant Street Concord, NH 03301 (603) 271-9700
Accreditation Association for Ambulatory Health Care (847) 853-6060
Medicare Beneficiary Ombudsman at: (800) 633-4227
<https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>