



*Prevention & Medical Care
To Help You Live Better, Longer.*

Valley Medical Group Ambulatory Surgery and Procedures Center

Statement of Patient Rights and Responsibilities

Valley Medical Group, P.C. is a multi-specialty group of practitioners committed to improving the health, functioning, and well being of our patients and their families. The Valley Medical Group Ambulatory Surgical and Procedures Center is wholly owned by Valley Medical Group, P.C. Practitioners credentialed by the Valley Medical Group perform endoscopic procedures as approved by the Board of Directors.

Valley Medical Group recognizes that patients have both rights and responsibilities in the management of their health care. We believe patients should actively participate with their health care practitioners in decisions about their care and that they should be provided with all information needed to make decisions regarding treatment plans recommended by their practitioners.

Valley Medical Group also believes patient responsibilities include recognizing the impact their lifestyle has on their physical conditions, providing accurate information to their caregivers, and following agreed upon treatment plans.

PATIENT RIGHTS

1. To receive considerate, respectful, and timely care.
2. To receive information about our organization, services, practitioners and providers, and their rights and responsibilities.
3. To receive the medical information needed to participate with practitioners in decision-making regarding health care. This information includes the diagnosis of a health complaint, the recommended treatment, alternative treatments, and the risks and benefits of the recommended treatment. We will strive to make this information as understandable as possible. If the patient is a minor or mentally disabled, we will make information available to a parent or legal guardian in accordance with relevant law. Patients also have the right to have ethical issues, which arise in connection with their health care, considered.
4. To participate in a candid discussion of appropriate or medically necessary options for their condition(s). Emergencies or other circumstances occasionally may limit their participation in a treatment decision. In general, however, they will not receive any medical treatments until they or their legal representative give consent. They have the right to refuse treatment and be informed of the medical consequences of their decision. They have the right to be informed about, and refuse to participate in, experimental care proposed by their practitioner.
5. To be treated with respect and recognition of their dignity and right to privacy when receiving health care.
6. To be assured privacy and confidentiality of their medical / clinical record. We will not release their medical / clinical information without their authorization, except as otherwise required or permitted by law or when a proper release of information is signed.
7. To review their own medical / clinical records, upon request, and / or purchase photocopies of the record.
8. To receive all medically indicated treatment without discrimination regardless of race, age, color, religion, sex, national origin, sexual orientation, cultural background, disability, marital status, or other protected status.
9. To express their wishes concerning future care, and to be notified of the VMG policy on Advance Directives. Patients have a right to choose a person to make medical / clinical decisions for them, if they are unable to do so, and to express their choices about their future care. These choices may



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be expressed in such documents as a power of attorney for health care decisions, health care proxy, or living will. They should inform their family and their provider of their wishes concerning future care.

10. To be advised of all applicable charges, if any, for medical services and receive an itemized, written statement upon request.
11. To have a safe, clean, secure, and accessible health care treatment environment.
12. To voice complaints about our organization and the care they receive. Patients have a right to make complaints about our organization or the care they receive. We welcome questions and suggestions.

To file a complaint, or for questions and suggestions for Valley Medical Group please contact:

- Valerie Felton Assistant Manager Ambulatory Surgery and Procedure Center at 31 Hall Drive, Amherst, MA 01002, phone 413-256-4311
- Amy Rice, RN, Quality Director VMG and Patient Care Assessment Coordinator and Manager Ambulatory Surgery and Procedure Center at 31 Hall Drive, Amherst, MA 01002, phone 413-256-4314.

To file a complaint with Department of Health & Human Services, Centers for Medicare & Medicaid Services please call 617-565-1188 or online through the Office of Medicare Beneficiary Ombudsman at <http://www.cms.hhs.gov/ombudsman/resources.asp>.

To File a complaint with Massachusetts Department of Public Health please call (800) 462-5540 or online at <https://www.mass.gov/orgs/department-of-public-health> or by mail:

Division of Health Care Facility Licensure and Certification
Complaint Intake Unit
67 Forest Street
Marlborough, MA 01752

To File a complaint with the Board of Registration in Medicine call (781) 876-8200 or online at <https://www.mass.gov/orgs/board-of-registration-in-medicine> or by mail:

178 Albion Street
Suite 330
Wakefield, MA 01880

PATIENT RESPONSIBILITIES

1. Be an active participant in their health care by
 - Openly sharing information about their symptoms and health history
 - Listening with an open mind
 - Asking questions
 - Becoming informed about their diagnosis, recommended treatments, and anticipated or possible outcomes.
 - Following the plans and instructions for care to which they have agreed (such as taking medications, making and keeping appointments).
 - Returning for further care if any problems fail to improve.



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- Accepting responsibility for the outcome of their decisions.
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2. Keep appointments and give as much advance notice as possible to cancel any appointment that they do not need or cannot keep.
 3. Pay promptly for co-payments, co-insurance and services that are partially covered, or not covered at all, or make special payment arrangements, if needed.
 4. Help us maintain and improve the quality of care and service they receive by sharing concerns and comments with us.
 5. Be courteous and respectful to health care professionals, staff and other patients, showing the same consideration they would like to receive. Patients should respect our property and the property of others.
 6. Become informed about our policies and procedures so that they can make the best use of available services.
 7. Know the extent and limitations of their health care benefits.
 8. Will provide 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