

LAMB PLASTIC SURGERY CENTER

Owned and operated by: Patrick W. Lamb, MD

Patient Bill of Rights

All patients receiving care from the Lamb Plastic Surgery Center will be covered by the following list of rights:

1. Every patient shall have the right to considerate, dignified and responsible care in a safe environment.
2. Every patient shall have the right to respectfulness and privacy. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly.
3. Every patient shall have the right to the consideration of his/her privacy and individuality as it relates to his social, religious and psychological well-being.
4. Every patient shall be assured confidential treatment of his/her personal and medical records and may approve or refuse their release to an individual outside the facility except as otherwise provided by law or third party payment contract.
5. Every patient can reasonably expect to obtain from his/her physician complete and current information, concerning his or her diagnosis, treatment and prognosis in understandable language if medically inadvisable the information will be provided to an appropriate (designated or legally authorized) person on his/her behalf.
6. Every patient shall be afforded the opportunity to participate in the planning of his/her medical treatment and to refuse to participate in experimental research.
7. Every patient shall have the right to expect the facility to make a reasonable response to his/her request and to provide reasonable continuity of care.
8. Every patient shall be free from mental and physical abuse and free from chemical and physical restraints except in emergencies, or as authorized in writing by his or her physician for a specific and limited period of time, and when necessary to protect the patient from injury to himself/herself or to others.
9. Every patient may retain and use his/her personal clothing and possessions, as space and medical conditions permit.
10. Every patient shall have the right to obtain information as to any relationship of the facility to other healthcare and related institutions as far as his/her care is concerned.
11. Every patient shall be fully informed prior to, or at the time of, admission and during his/her stay, of services not covered under Medicare or Medicaid, or not covered under the facilities basic rates.
12. Every patient shall receive information regarding services available, fees for services available, fees for services and payment policies prior to service.
13. Every patient shall receive information regarding after hours services and or emergency care.
14. Every patient shall be encouraged and assisted throughout his/her stay in the facility to understand and exercise his/her rights as a patient, and as a citizen, and therefore he/she may voice grievances and recommended changes to facility staff and to outside representatives of his/her choice free from restraint, interference, coercion, discrimination or reprisal.
Grievances/concerns/complaints may be brought to the attention of:
 - a. Facility Grievance Officer: Lamb Plastic Surgery 1-888-366-5262 or 701-237-9592
 - b. North Dakota State Board of Medical Examiners: 701-328-6500
 - c. Office of the Medicare Beneficiary Ombudsman:
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
 - d. Director of:
Division of Health Facilities
ND Dept. of Health
600 East Blvd. Ave. Suite #206
Bismark, ND 58505-0200
Phone: 701-328-2352
Fax: 701-328-1890
15. Every patient, patient representative, and or patient surrogate shall be fully informed prior to, or at the time of, his/her admission and during his/her stay at the facility of the rights and responsibilities listed above.

Approved: Dr. Patrick W. Lamb

Accountable Party: All facility personnel

Reviewed/Revised: 3/98, 6/05, 12/09, 4/12, 7/12, 6/16, 7/22