



**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:**

Liz Fritts, NASC 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 (800) 852-3345
Accreditation Association for Ambulatory Health Care (847) 853-6060
Medicare Beneficiary Ombudsman at: (800) 633-4227
www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

**THE FOLLOWING PHYSICIAN OWNERS ARE PLEASED TO PROVIDE SERVICES AT THE NASHUA
AMBULATORY SURGICAL CENTER:**

Eric Benson
Daniel Bouvier
Stuart Brogadir
Steven Brown
Jeffrey Byer
Christopher Dainiak
Robert Feins
Douglas Goumas
Robert Heaps
Keith Jorgensen
Douglas Joseph
Emilianos Karagiannis
Heather Killie
John Lynn
Lance Macey
Anthony Marino
Marc Michaud
Michael Murphy
Dinakar Murthi
W. Russell Price
Mark Silversmith
Greg Soghikian
Daniel Sterling
Stefan Strapko
James Vailas
Jinsong Wang