

## PATIENT RIGHTS AND RESPONSIBILITIES

### As a Patient, you have the right to:

1. Be treated with dignity and to receive courteous, considerate, and respectful care.
2. Be informed of patient rights during the admission process.
3. Personal and informational privacy, within the law.
4. Information in advance concerning your diagnosis, evaluation, treatment, and prognosis, to the degree known.
5. Confidentiality of records and disclosures. Except when required by law, you have the right to approve or refuse the release of records.
6. Review, inspect and amend their health record.
7. Know that the organization makes decisions regarding the provision of ongoing care.
8. Make suggestions regarding changes in policies and procedures of the organization.
9. Know that staff will be responsive to his complaints regarding pain.
10. The opportunity to participate in decisions involving your health care, unless contraindicated by concerns for your health.
11. Make informed decisions about medical care, including the right to accept or refuse medical or surgical treatment.
12. Information concerning: patient conduct and responsibilities; services available at the organization, provisions for after-hours and emergency care; fees for services, payment policies, and whether or not the organization accepts his insurance.
13. Expect that referral or transfer will occur if necessary but only after he and/or his care person have been made aware of such need.
14. Obtain information regarding relationships between the organization and other healthcare and educational institutions.
15. Be advised when the facility is involved in research and human experimentation.
16. Impartial access to treatment regardless of race, color, sex, national origin, religion, handicap or disability, or source of payment (The Surgery Center adheres to all federal and state rules, regulations and policies to promote a non-discriminatory environment for all of our surgical guests).
17. Expect interpretive services will be made available.
18. Be free from abuse, neglect, and exploitation.
19. Know the identity and professional status of individuals providing service to you.
20. Change primary or specialty physicians if other qualified physicians are available.
21. Information concerning your physician's relationship with this facility.
22. Exercise these rights without being subject to discrimination or reprisal.
- A. Report any comments concerning the quality of services provided to you during the time spent at the facility and receive fair follow-up on your comments. The Board of Managers will review the grievance at the next monthly meeting of the Quality Improvement committee or within 30 days whichever is sooner. The grievance will be fully investigated, and will involve, but not be limited to, interview of employees, interview of the patient, and review of the medical record. The Board will then document whether the complaint is valid and how the grievance is addressed, as well as provide the patient with written notice of its decision as soon as it is reached but no later than 60 days after receiving notification of patient grievance.
23. Grievances can be reported to:
  - Administrator, 10707 Pacific St., Suite 100, Omaha, NE 68114 PH: 402-399-7817 OR
  - Nebraska DHHS Division of Public Health Licensure Unit, Acute Care Facilities, PO BOX 94986, Lincoln, NE 68509 PH: (402) 471-0316

You may also contact the Office of the Medicare Beneficiary Ombudsman at:

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>.

### As a Patient, you are responsible for:

1. Providing, to the best of your knowledge, accurate and complete information about your present health status and past medical history and reporting any unexpected changes to the appropriate practitioner(s).
2. Following the treatment plan recommended by the primary practitioner involved in your case.
3. Providing an adult to transport you home after surgery.
4. Advise the organization of barriers to learning such as visual, auditory, or other deficits to include language barriers.
5. Indicating whether you clearly understand a contemplated course of action and what is expected of you.
6. Your actions if you refuse treatment, leave the facility against the advice of the practitioner, and/or do not follow the practitioner's instructions relating to your case.
7. Assuring that the financial obligations of your health care are fulfilled as expediently as possible, including accepting personal financial responsibility for any charges not covered by your insurance.
8. Being respectful of all health care providers and staff, as well as other patients.
9. Keeping all appointments or for contacting the ASC if you can't keep your appointment.
10. Advising staff members regarding pain needs.
11. We will not be held responsible for lost items. Leave all money and valuables at home.

### INFORMATION REGARDING ADVANCED DIRECTIVES:

*Pacific Surgery Center does not recognize advanced directives and will use all measures possible to sustain life. If an emergency transfer does occur, all chart information will be copied and sent with the patient to the hospital.*

### The following physicians are proud investors of Pacific Surgery Center, LLC:

*Euclid J. de Souza, M.D.*

*Bruce E. Lundak, M.D.*

*Emily R. Kean, M.D.*

*Brent Wakefield, M.D.*

*Andrew R. Arther, M.D.*

*John D. Horgan, M.D.*

*Andrew F. Trainer, M.D.*

*Stefanie L. Bolte, M.D.*

*Rebecca J. McCrery, M.D.*