

PATIENT RIGHTS

we are committed to protecting your privacy

The Rights of patient(s) at the Surgery Center include, but are not limited to, the right to:

- Exercise these rights without regard to race, gender or sexual orientation or cultural, economic, educational, or religious background, or the source of payment for your care.
- Receive considerate care that respects your value and belief system.
- Knowledge of the names of the professional staff and physician(s) who have responsibility for coordinating your care and the names and professional relationships of other physicians who will see you.
- Receive information from your physician about your diagnosis, your course of treatment, and your prospects for recovery in terms that you can understand.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment. The medically significant risks, involved in this treatment, alternate courses of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- Participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to refuse treatment.
- Full consideration of all communications and records pertaining to your care and your stay at the Surgery Center. Case discussion, consultations, examination, and treatment are confidential and should be conducted discreetly. You have the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to your care and your stay at the Surgery Center. Your written permission shall be obtained before your medical records can be made available to anyone not directly concerned with your care.
- Reasonable responses to any reasonable requests you may make for service.
- Be free from all forms of abuse or harassment.
- Leave the Center even against the advice of your physicians.
- Reasonable continuity of care and to know in advance the time and location of the appointment as well as the physician providing the care.
- Be advised if the Center or personal physician proposed to engage in or perform human experimentation affecting your care or treatment. The patient has the right to refuse to participate in such research projects.
- Be informed by your physician or a delegate of your physician of your continuing health care requirements following your discharge from the Center.
- Examine and receive an explanation of your bill regardless of source of payment.
- Communicate with people inside and outside of the center. If you do not speak English, you have the right to have access to an interpreter. If you have a hearing impairment, you should have access to a Telecommunication Device for the Deaf or an interpreter.
- Have all patient's rights explained to the person who has legal responsibility to make decisions regarding medical care on behalf of the patient.
- Express any grievances or suggestions verbally or in writing, without fear of any form of adverse action, reprimand, retaliation, or otherwise negative treatment.
- Receive care in a safe setting by virtue of trained, professional healthcare workers and adherence to State, Local and Federal safety standards.
- Knowledge that your physician may have a financial interest in the Center.
- Personal privacy by virtue of physical surrounding modification and respect of dignity by healthcare workers and business office employees.
- Change providers if other qualified providers are available.

If applicable, you must file grievance per outlined procedure:

The Administration of Pacific Heights Surgery Center is committed to protecting patients' rights and providing quality care. If you have any complaints or concerns, please ask to speak to the manager. If you are not able to resolve your concerns, please direct any grievances to: the Director of Nursing at 415-567-1171; the Department of Health at 800-554-0353, 150 North Hill Drive Suite 22, Brisbane, CA 94005; or the office of the Medicare Beneficiary Ombudsman at 1-800-633-4227 or use www.medicare.gov/ombudsman/resources.asp.