

Patient Rights and Responsibilities

This Surgery Center has adopted the following list of Rights and Responsibilities for Patients:

PATIENT RIGHTS:

- Patients have the right to be treated with respect, consideration, and dignity.
- Patients have the right to be provided appropriate privacy.
- When the need arises, reasonable attempts are made for health care professionals and other staff to communicate in the language or manner primarily used by patients.
- Patients are provided, to the degree known, information concerning their diagnosis, evaluation, treatment, and progress. When it is inadvisable to give such information to a patient, the information is provided to a person designated by the patient or a legally authorized person.
- Patients have the right to actively participate in decisions regarding their healthcare to the extent permitted by law, this includes the right to refuse treatment or change his/her provider, except when such participation is contraindicated for medical reasons.
- Patients have the right to know about the facility services and provisions for after-hours and emergency care.
- Patients have the right to examine and receive an explanation of their bill regardless of source of payment.
- Patients have the right to being provided an estimate of fees for services and any payment policies prior to surgery.
- Patients have the right to be informed of any human experimentation or other research/educational projects affecting his or her care or treatment and can refuse participation in such research projects without compromise to care.
- Patients have the right to be informed of the facility's policy regarding advance directives/living wills. If an adverse event occurs during the treatment at this facility, resuscitative or stabilizing measures will be initiated before transferring the patient to another facility.
- Patients have the right to expect personnel who care for them to be friendly, considerate, respectful, and qualified through education and experience as well as perform the services for which they are responsible with the highest quality of care.
- Patients have the right to express grievances/complaints and suggestions at any time and be informed of procedure to do so when requested. Expect the facility to establish a process for prompt resolution of patient grievances.

- Patients have the right to exercise these rights without regard to gender, cultural, economic, educational, or religious background or the source of payment for his/her case.
- Patients have the right to express their concerns and receive a response to their inquiries in a timely fashion.

PATIENT RESPONSIBILITIES:

- Patients are responsible for providing accurate and complete information about his/her health, any medications, including over the counter products and dietary supplements, and any allergies or sensitivities.
- Patients are responsible for following the recommended treatment plan.
- Patients are responsible for arranging for a responsible adult to take them home after surgery/procedure and remain with them at home for the first 24 hours after surgery.
- Patients are responsible for promptly fulfilling the financial obligations not covered by his/her insurance.
- Patients are responsible for being considerate of other patients and personnel and for assisting in the control of noise and other distractions.
- Patients are responsible for providing information about and/or a copy of any living will, power of attorney, or other advance directives.

PATIENT CONCERNS AND/OR GRIEVANCES:

Persons who have a concern or grievance regarding University Surgery Center; including but not limited to, decisions regarding admission, treatment, discharge, denial of services, quality of services, courtesy of personnel or any other issue are encouraged to contact or write a statement to:

SURGERY CENTER

Administrator
University Surgery Center
1390 East Yosemite Avenue, Suite B
Merced, CA 95340
(209) 580-3400

AAHC

5250 Old Orchard Road, Suite 200
Skokie, IL 60077
(847)853-6060

STATE

California Department of Public Health
District Manager
285 West Bullard #101
Fresno, CA 93704
(559) 437-1500

MEDICARE

1-800-MEDICARE

STATEMENT OF NONDISCRIMINATION:

University Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

University Surgery Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

University Surgery Center ਲਾਗੂ ਸੰਘੀ ਨਾਗਿਰਕ ਠੱਕ ਦੇ ਕਾਨੂੰਨ ਦੀ ਪਾਲਣਾ ਕਰਦੀ ਹੈ ਅਤੇ ਨਸਲ, ਰੰਗ, ਰਾਸ਼ਟਰੀ ਮੂਲ, ਉਮਰ, ਅਸਮਰਥਤਾ, ਜਿਲਿੰਗ 'ਤੇ ਅਧਾਰ 'ਤੇ ਵਿਤਕਰਾ ਨਹ ਕਰਦੀ ਹੈ।

ADVANCE DIRECTIVES:

An "Advance directive" is a general term that refers to your oral and written instructions about your future medical care, in the event that you become unable to speak for yourself. Each state regulates the use of advance directives differently. There are two types of advance directives: a living will and a medical power of attorney. If you would like a copy of the official State advance directive forms, visit <http://www.calhospital.org/resource/advance-health-care-directive>

OUR SURGERY CENTER'S ADVANCE DIRECTIVE POLICY:

The majority of procedures performed at the Surgery Center are considered to be of minimal risk. Of course, no surgery is without risk. You and your surgeon will have discussed the specifics of your procedure and the risks associated with your procedure, the expected recovery and the care after your surgery. It is the policy of the Surgery Center; regardless of the contents of any advance directive or instructions from a health care surrogate or attorney in fact, that if an adverse event occurs during your treatment at the Surgery Center, the personnel at the Surgery Center will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation (Cal. Probate Code §4735-4736). At the acute care hospital further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, advance directive, or health care power of attorney.