

We want to meet and exceed your health care expectations during your stay at the Surgery Center at Health Park. Our staff and physicians work together to achieve the highest standards of care. It is our goal and commitment to provide excellent service to you and your family. To maintain our state licensure, we are required to provide the following information to you prior to your surgery. The following document includes the required information on Patient Rights and Responsibilities, Advance Directives and disclosure of any financial investment of your physician if applicable. If your surgery is scheduled on the same day, you will be given this information on the same day of surgery with plenty of time to review and ask questions. Court appointed patient/healthcare representative or surrogate for an incompetent patient shall be entitled to exercise these same rights for the patient.

AS A PATIENT OF THE SURGERY CENTER AT HEALTH PARK, YOU ARE ENTITLED TO:

PATIENT RIGHTS

- Be informed of your patient rights in advance of care being provided or discontinued.
- Participate in and make informed decisions about your care and pain management, including being able to request or refuse treatment.
- You have the right to change your provider if other qualified providers are available.
- Have your condition, treatment, pain alternatives and outcomes explained in a manner that you understand. You have the right to interpretation services if needed or requested.
- Be provided, to a degree known, complete information concerning your diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to you, the patient, the information is provided to a person designated by you or to a legally authorized person.
- Expect timely and appropriate assessment and treatment of physical pain and emotional or spiritual discomfort.
- Receive safe, high quality, medical care, without discrimination, that is compassionate and respects personal dignity, values, beliefs and preferences and contributes to a positive self-image. To be treated without fear of or infliction of mistreatment, neglect, verbal, physical, mental or sexual abuse.
- You as a patient or your representative may exercise your rights without fear of reprisal.
- Know the name and role of your caregiver (e.g., Doctor, Nurse, Technician, etc.). You have a right to request information and/or credentials about the Physician providing your care. A list of public websites is available upon request.
- Receive information about continuing your health care at the end of your visit.
- Be informed of the provisions for after hours and emergency care.
- Be informed of your right to refuse to participate in experimental research if applicable.
- Receive private and confidential treatments, communications, and medical records, to the extent permitted by law.
- Have your protected health information (PHI) treated confidentially. You have the right to be given the opportunity to approve or refuse their release, except when release is required by law. You are entitled not to share your PHI with your health plan provider upon request if you are paying for service out of pocket.
- Be informed of charges, fees for service, payment policies, receive an explanation of your bill and receive counseling on the availability of known financial resources for health care services.
- Have your compliments, concerns, complaints, or grievances addressed. Sharing your concern and/or complaints will not compromise your access to care, treatment and services.

You may request a grievance form from the registration staff or your care provider. You have the right to initiate the complaint process and discuss your concerns with the Surgery Center at Health Park's Executive Director or your physician. You may contact the Executive Director in person at the time of your visit or by phone or report the complaint to the State of Michigan, Department of Community Health, Bureau of Health Systems, Complaint Investigation Unit by calling 1-800-882-6006, Hearing Impaired may call at 1-800-649-3777. General Information by calling 1-517-373-3740 or by mail to Capital View Building, 201 Townsend Street, Lansing, MI 48913. Medicare Beneficiary Ombudsman by calling 1-800-633-4227 or emailing: <http://www.cms.hhs.gov/ombudsman/resources.asp>. If you feel you are a victim of Medicare Fraud, please report your claim to 1-800-447-8477 or email HHST@oig.hhs.gov, FAX 1-800-223-8164 (no more than ten pages) or mail to the Office of the Inspector General, HHS Tips Hotline, P.O. Box 23489, Washington, DC 20026.

PATIENT RESPONSIBILITIES

- Be respectful of all health care professionals and staff, as well as other patients.
- To provide, to the best of your knowledge, accurate and complete information about your health, present complaints, past illnesses, hospitalizations, medications including over-the-counter and dietary supplements; allergies, sensitivities and insurance benefits.
- To ask for more information if you have questions about your care, treatment, services or caregivers. It is also your responsibility to report perceived risks in your care and unexpected changes in your condition.
- To ask your care provider when you do not understand medical words or instructions about your plan of care. If you are unable/unwilling to follow the plan of care, you are responsible for telling your care provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcome of not following your plan of care.
- To notify the Surgery Center at Health Park if you have a need to change or cancel your procedure.
- You must have a responsible adult to drive you home after your procedure. Your procedure will be cancelled if you do not have a driver. Having a responsible adult accompany you home in a taxi is also acceptable. A responsible adult is to remain with you for 24 hours following your procedure.
- Inform your caregiver about any living will, power of attorney, or other directive that could affect your care.
- To tell us how satisfied you are with your care, so that we can resolve your concerns and learn from them.
- To assure that the financial obligations of your healthcare are fulfilled as promptly as possible. Co-pays are expected on day of your procedure. The Surgery Center at Health Park will make every effort to validate your Insurance Benefits and to notify you before your procedure date. Ultimate responsibility for Insurance coverage information belongs to the patient and/or legal guardian.
- To abide by the NO SMOKING policy of the Surgery Center at Health Park.

ADVANCE DIRECTIVES

Advance Directives are written instructions that tell your physician what kind of care you would like to have if you become unable to make medical decisions. They do not take away your right to decide about your current healthcare needs. Information about Advance Directives is provided at the registration desk. You may call the Surgery Center at Health Park with questions prior to the date of your surgery or talk with someone on the day of your surgery. Advance Directives include the following: Living Will, Life Prolonging Declaration, Health Care Representative Appointment of Durable Power of Attorney for Healthcare. The Surgery Center at Health Park recognizes Appointment of Healthcare Representative and Durable Power of Attorney for Healthcare. In most cases, we will be able to honor these directives. However, the Surgery Center at Health Park will decline to implement elements of the Living Will or Life Prolonging Declaration due to the elective nature of your procedure. In all instances of emergency or life threatening situations, life sustaining treatment will be started; all possible measures will be taken to resuscitate you. You will be transferred to a hospital and at that time any Advance Directives you have provided to the Surgery Center at Health Park will be sent to the hospital with you.

PHYSICIAN FINANCIAL INTEREST DISCLOSURE

Patients have a right to know if their physician has a financial interest in the Surgery Center at Health Park. A "financial interest" means that your physician has an ownership or investment interest through equity, debt or other means in the Surgery Center at Health Park. Any physician who has a financial interest in the Surgery Center at Health Park is required to inform patients prior to scheduling their procedures/services at the Surgery Center at Health Park. You are free to choose the Surgery Center at Health Park or any other facility for your procedures/services required, without penalty, subject to any limitations of your health insurance plan. A list of physician investors is available upon request.