

### **PATIENT RIGHTS AND RESPONSIBILITIES**

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*Clarkston Surgery Center* strives to provide first-class surgical services in a safe, welcoming environment; one in which we would be happy to treat our own families. We are committed to open communication with our patients and their families. This document outlines your rights and responsibilities as a valued patient at Clarkston Surgery Center.

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#### **YOUR RIGHTS AS A PATIENT**

**Access to Care:** You have the right to be treated by personnel who are qualified through education and experience to perform the services which you receive. You have the right to be treated, when accommodations are available and treatment is medically indicated; regardless of race, religion, creed, sex, national origin, age, handicap, marital status, sexual preference, or sources of payment.

**Respect/Dignity:** You have the right to have your dignity as an individual human being recognized and respected. Your care will include consideration of your Advance Directives, psychosocial, spiritual, and cultural needs that may influence the perceptions of illness. You as a patient or your representative may exercise your rights without fear of discrimination or reprisal. You as a patient have the right to be free from all forms of abuse or harassment.

**Privacy:** You are entitled to privacy, to the extent possible, during any patient/staff interview, discussions about your care, as well as the course of treatment to be followed. You are entitled to confidential treatment of personal and medical records, and may refuse their release to a person outside the health facility or agency except as required because of a transfer to another health care facility, as required by law or third party payment contract, or as permitted or required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Printed copies of our Privacy Notice are available on request and also on our website.

**Care Plan:** Your physician will provide you with appropriate care, information about your medical condition, proposed course of treatment and prospects for recovery. You have the right to be fully informed before transfer to another facility.

**Refusal of Medical or Surgical Treatment:** You are entitled to refuse medical or surgical treatment to the extent provided by law and to be informed of the consequences of that refusal. When a refusal of treatment prevents the physician or staff from providing appropriate care according to ethical and professional standards, the relations with the patient may be terminated.

**Personal Safety:** You have the right to expect reasonable safety.

**Information:** As an individual who is or has been a patient, you are entitled to inspect or receive a copy of your medical record upon request in accordance with the Michigan Medical Records Access Act, 2004 PA 47 and also as permissible under Federal Regulations, including HIPAA. Our information disclosure practices are also explained in our Privacy Notice.

**Pain:** Your reports of pain will be acknowledged and assessed. You will be provided with information about pain, pain relief measures and effective pain management, as appropriate.

**Decisions Involving Your Care:** Care decisions are based on appropriateness of care and services. You have the right to be fully informed of the scope of services available at the facility, provisions for emergency care, and related fees for services rendered. You have the right to be provided to the extent known, complete information regarding your diagnosis, treatment and prognosis; as well as alternative treatment or procedures and the possible risks and side effects. You have the right to continuing medical services. The plan for these services will be timely and involve appropriate personnel and community resources. You have the right to change your provider if other qualified providers are available.

**Advance Directives:** Advance Directives and Living Wills indicate ones wishes when they are unable to make their own medical decisions. However, the procedures performed at Clarkston Surgery Center are of minimal risk and therefore physicians and staff will take measures to correct acute adverse reactions. These may include life-sustaining measures. When appropriate, patients shall be transferred to a hospital for a higher level of care. Copies of Advance Directives on file at Clarkston Surgery Center would be sent along with. If you would like more information regarding Advance Directives, as recognized in the State of Michigan, these documents are available upon request.

## YOUR RESPONSIBILITIES AS A PATIENT

**Honesty:** You are responsible for being honest and direct with your physician and other caregivers. You must provide to the best of your knowledge complete and accurate medical history including information about present complaints, allergies, past illnesses, hospitalizations, changes in your health since previous visits, and medications including over-the-counter and dietary supplements. You are responsible to inform us of any Living Will, Advance Directive, Power of Attorney or other legal instrument that could affect your care.

**Understanding:** You are responsible for understanding your health problems to your own satisfaction. If you do not understand, ask your physician or other staff to explain it to you.

**Follow Your Treatment Plan:** It is your responsibility to tell those treating you whether you can and/or want to follow a certain treatment plan. Remember that your health is your own responsibility. A positive outcome involves following your physician's instructions. You are required to have a responsible adult to transport you home following your procedure and to remain with you for 24 hours.

**Refusal of Treatment:** You are responsible for any consequences that may result from refusing treatment. We will respect your decision to refuse treatment.

**Keeping Appointments:** You are responsible for reporting to the facility as scheduled. If you are not able to keep your appointment, you agree to promptly notify Clarkston Surgery Center and your physician.

**Charges:** You are responsible for providing Clarkston Surgery Center with accurate and timely information about sources of payment and your ability to meet financial obligations. You are responsible for any balance that is not resolved by insurance or a third party payer. Delinquent accounts will be referred for collections, to the extent allowed by law.

**Respect and Consideration:** You are responsible for being considerate to other patients, your physician and caregivers at the facility. You are responsible for observing the rules and instructions provided by Clarkston Surgery Center. If these rules and instructions are not followed, you may forfeit care provided at the facility.

**Pain:** We expect that you will ask your physician or nurse what to expect regarding pain and pain management. Discuss pain relief options and concerns with your caregivers, and help caregivers assess your pain.

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**Grievances and Complaints:** Our patients are our primary concern. If you are dissatisfied or feel that your rights have been violated, we ask you to contact the Administrator of Clarkston Surgery Center at (248) 922-4807 to express your concerns. You may also file a complaint with the State of Michigan Bureau of Health Care Services - Health Facility Complaints, PO Box 30664, Lansing, MI 48909, Complaint Hotline: 800-882-6006 or with the Medicare Beneficiary Ombudsman at 800-663-4227 (800-MEDICARE) online <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>.

**Physician Partners:** Clarkston Surgery Center is privileged to have a number of highly-regarded physicians whom are investors in the facility. These, our "Physician Partners," are:

Kim Almadovar, MD  
Mihaela Batke, MD  
Thomas Biggs, DO  
A. George Dass, MD  
Zouheir Fares, DO  
Arlin French, DO

Gary Kwartowitz, DO  
Todd Lininger, MD  
Michigan Institute of  
Urology  
Shivajee Nallamothe, DO  
SOAA ASC, LLC

Mark Rolain, MD  
Carl Shermatero, DO  
Veslav Stecevic, MD  
Daniel Sullivan, MD  
Stephen Werner, MD  
Jonathan Zaidan, MD

Physicians continue to become investors at Clarkston Surgery Center. The above list is current at time of printing.

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**Clarkston Surgery Center's Mission:** To provide first class surgical services for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families.

Our "EDGE" is - Every Day Giving Excellence

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