

PATIENT RIGHTS

- Receive access to equal medical treatment and accommodations regardless of race, creed, sex, national origin, religion or sources of payment for care.
- Be fully informed and have complete information, to the extent known by the physician, regarding diagnosis, treatment, procedure and prognosis, as well as the risks and side effects associated with treatment and procedure prior to the procedure.
- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice grievances regarding treatment or care that is (or fails to be) furnished.
- Personal privacy.
- Receive care in a safe setting.
- Be free from all forms of abuse or harassment.
- Receive the care necessary to regain or maintain his or her maximum state of health and if necessary, cope with death.
- Receive notice of their rights prior to the surgical procedure in verbal and written notice in a language and manner that ensures the patient, or the patient's representative, or the patient's surrogate understand all of the patient's rights.
- Expect personnel who care for the patient 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 services.
- Be fully informed of the scope of services available at the facility, provisions for afterhours care and related fees for services rendered.
- Be a participant in decisions regarding the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or patient's surrogate other legally designated person.
- Make informed decisions regarding his or her care.
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal. The patient accepts responsibility for his or her actions including refusal of treatment or not following the instructions of the physician or facility.
- Approve or refuse the release of medical records to any individual outside the facility, or as required by law or third party payment contract.
- Be informed of any human experimentation or other research/educational projects affecting his or her care of treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.
- Express grievances/complaints and suggestions at any time.
- Access to and/or copies of his/her medical records.
- Be informed as to the facility's policy regarding advance directives/living wills.
- Be fully informed before any transfer to another facility or organization and ensure the receiving facility has accepted the patient transfer.
- Express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
- Expect the facility to agree to comply with Federal Civil Rights Laws that assure it will provide interpretation for individuals who are not proficient in English.
- Have an assessment and regular assessment of pain.
- Education of patients and families, when appropriate, regarding their roles in managing pain.
- To change providers if other qualified providers are available.
- If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
- If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state laws may exercise the patient's rights to the extent allowed by state law.

PATIENT RESPONSIBILITIES

- Be considerate of other patients and personnel and for assisting in the control of noise, eating and other distractions.
- Respecting the property of others and the facility.
- Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her.
- Keeping appointments and, when unable to do so for any reason, notifying the facility and physician.
- Providing care givers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition, or any other patient health matters.
- Observing prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeit of care at the facility.
- Promptly fulfilling his or her financial obligations to the facility.
- Identifying any patient safety concerns.



Per Arizona Administrative Code, the following is also afforded:

- A patient is treated with dignity, respect, and consideration.
- A patient is not subjected to:
 - Abuse
 - Neglect
 - Exploitation
 - Coercion
 - Manipulation
 - Retaliation for submitting a complaint to the Department or another entity; or
 - Misappropriation of personal and private property by the outpatient surgical center's medical staff, personnel members, employees, volunteers, or students; and
 - Sexual abuse
 - Sexual assault
 - Seclusion
 - Restraint
- A patient or the patient's representative:
 - Except in an emergency, either consents to or refuses treatment;
 - May refuse or withdraw consent for treatment before treatment is initiated;
 - Except in an emergency, is informed of alternatives to a proposed psychotropic medication or surgical procedure and the associated risks and possible complications of the proposed psychotropic medication or surgical procedure;
 - Is informed of the following:
 - Policies and procedures on health care directives, and
 - The patient complaint process;
 - Consents to photographs of the patient before a patient is photographed, except that a patient may be photographed when admitted to an outpatient surgical center for identification and administrative purposes; and
 - Except as otherwise permitted by law, provides written consent to the release of information in the patient's:
 - Medical record, or financial records.
- A patient has the following rights:
 - Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
 - To receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities;
 - To receive privacy in treatment and care for personal needs;
 - To review, upon written request, the patient's own medical record according to A.R.S. §§ 12-2293, 12-2294, and 12-2294.01;
 - To receive a referral to another health care institution if the outpatient surgical center is not authorized or not able to provide physical health services needed by the patient;
 - To participate, or have the patient's representative participate, in the development of or decisions concerning treatment;
 - To participate or refuse to participate in research or experimental treatment; and
 - To receive assistance from a family member, a patient's representative, or other individual in understanding, protecting, or exercising the patient's rights.



PATIENT COMPLAINT OR GRIEVANCE

To report a complaint or grievance you can contact the facility Administrator by phone at 480-519-8100 or by mail at:

OrthoArizona Surgery Center Gilbert, LLC
Attn: Administrator
1675 E Melrose St., Suite 201
Gilbert, AZ 85224

Complaints and grievances may also be filed through:

Arizona Department of Health Services
Online Complaint Submittal Form – Medical Facilities Licensing

<https://app3.azdhs.gov/PROD-AZHSComplaint-UI/Complaint/CreateComplaint?bureau=Medical&subbureau=MedicalOutpatientSurgeryCenters>

or by mail to:

Division of Assurance & Licensure Services
150 N 18th Ave., Suite 450 ~ Phoenix, AZ 85007-3245
Phone: 602-364-3030 ~ Fax: 602-364-4764

Medicare beneficiaries may receive information regarding their options under Medicare and their rights and protections by visiting the website for the Office of the Medicare Beneficiary Ombudsman at: www.cms.hhs.gov/center/ombudsman.asp.

The Joint Commission

Online Complaint Submittal Form:

https://www.jointcommission.org/report_a_complaint.aspx

by fax: 630-792-5636

or by mail to:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

ADVANCE DIRECTIVE NOTIFICATION

All patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. OrthoArizona Surgery Center Gilbert, LLC respects and upholds those rights.

Our team is dedicated to delivering the highest quality care in a safe environment that places the patient at the center of our care. We respect your rights to participate in make decisions regarding your care and self-determination and will carefully consider your requests. After careful consideration, the leadership of the facility has established a policy to initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. The majority of procedures performed at OrthoArizona Surgery Center Gilbert, LLC are considered to be of minimal risk, hence the risk of you needing such measures are highly unlikely. 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.

If you wish to complete an Advance Directive, copies of the official State forms are available at our facility.

If you do not agree with this facility's policy, we will be pleased to assist you in rescheduling your procedure.

DISCLOSURE OF OWNERSHIP

OrthoArizona Surgery Center Gilbert, LLC is proud to have a number of quality physicians invested in our facility. Their investment enables them to have a voice in the administration of policies at our facility. This involvement helps to ensure the highest quality of surgical care for our patients. OrthoArizona Surgery Center Gilbert, LLC is owned and operated by: OrthoArizona Surgery Center - South Gilbert Physicians, LLC (membership can be provided upon request) and Dignity/ USP Phoenix Surgery Centers II, LLC.