

M I L E S T O N E

S U R G E R Y C E N T E R

PATIENT RIGHTS AND RESPONSIBILITIES

Milestone Surgical Center presents this information with the expectation that observance of these rights will contribute to a higher level of patient care & greater satisfaction for the patient & the patient's healthcare providers. We have adopted the following lists of patient rights & responsibilities, which include, but are not limited to:

PATIENT RIGHTS

- Exercise these rights without regard to discrimination, the source of payment for his/her care, or fear of abuse, harassment or reprisal.
- Considerate and respectful care.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will see him/her.
- Receive as much information as may be needed from the physician about his/her illness, course of treatment and prospects for recovery in terms that he/she can understand in order to give informed consent or to refuse this course of treatment.
- Participate actively in decisions regarding his/her medical care, except when decisions are contradicted for medical reasons. To the extent permitted by law, this includes the right to refuse treatment or be released from Milestone Surgery Center.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discreetly.
- The patient has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to his/her care at Milestone Surgical Center. Please view *Notice of Privacy Practices* brochure in our lobby which explains how your medical information may be used & disclosed and what rights you have. You may take a copy.
- Reasonable responses to any reasonable request he/she may make for service.
- Leave the Surgery Center even against the advice of his/her physician.
- Information will be made available to patients and staff concerning: Services available at the Surgery Center; Provisions for after-hour and emergency care; Fees for services; Payment policies; Advance Directives, as required by state or federal law and regulations; Ownership in the Center is 100% by Oscar Aguirre, MD, Credentials of health care professionals; Procedures for expressing suggestions, complaints and grievances, including those re-quired by state and federal regulations.
- Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.
- Be informed by his/her physician, or a delegate of his/her physician, of the continuing health care requirements following his/her discharge from the Surgery Center.
- Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Be informed that they may change their provider if other qualified providers are available.
- File a complaint regarding your care or treatment.

PATIENT RESPONSIBILITIES

- The care a patient receives depends partially on the patient him/herself. Therefore, a patient has certain responsibilities as well as rights. These responsibilities shall be presented to the patient in the spirit of mutual trust and respect.
- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past medical history and other matters relating to his/her health.
- The patient has the responsibility to provide complete and accurate information to the best of his/her ability about any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals, as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the facility or physician when he/ she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
- The patient is responsible for following facility policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and facility personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the facility.
- The patient is responsible for providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- The patient will inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
- The patient is responsible for reading this information prior to surgery and signing an acknowledgement of receipt of document.

You may contact the following entities to express any concerns, complaints or grievances you may have:

CENTER	Nancy Ho, Administrator Nancy.ho@milestoneasc.com
STATE AGENCY	Colorado Department of Public Health & Environment Attn: Ambulatory Surgery Center Complaint Intake 4300 Cherry Creek Drive South Denver, CO 80246-1530 Ph:(303) 692-2827 or Fax: (303) 753-6214 Email: cdphe.hfdintake@state.co.us Subject line: Ambulatory Surgery Center, Complaint Intake
MEDICARE	Office of the Medicare Beneficiary Ombudsman: www.cms.hhs.gov/center/ombudsman.asp or call 1-800-633-4227. If you are hearing impaired, call the TTY/TDD line toll-free at 1-877-486-2048.
DHHS/OCR	https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD)