NORTHWEST SURGERY CENTER

13402 Coal Mine Avenue, suite #310 | Littleton, CO 80127 | P: 720-758-6760 | F: 720-758-6761| www.northwestsurgerycenter.com

Patient Rights and Responsibilities

Patient Rights

Considerate and Respectful Care

- To receive ethical, high-quality, safe and professional care without discrimination
- To be free from all forms of abuse and harassment
- To be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment. This includes the right to request the facility provide a person of one's own gender to be present during certain parts of physical examination, treatments or procedures performed by a health care professional of the opposite sex, except in emergencies

Information regarding Health Status and Care

- To be informed of his/her health status in terms that patient can reasonably be expected to understand, and to participate in the development of the implementation of his/her plan of care and treatment
- The right to be informed of the names and functions of all physicians and other health care professionals who are providing direct care to the patient
- The right to be informed about any continuing healthcare requirements after his/her discharge from the surgery center, and each patient will be provided with written discharge instructions. The patient shall also have the right to receive assistance from the physician and appropriate staff in arranging for required follow-up care after discharge
- To be informed of risks, benefits and side effects of all medications and treatment procedures, particularly those considered innovative or experimental
- To be informed of all appropriate alternative treatment procedures
- To be informed of the outcomes of care, treatment, and services
- To appropriate assessment and management of pain
- To be informed if the surgery center has authorized other healthcare and/or education institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment

Decision Making and Notification

- To choose a person to be his/her healthcare representative and/or decision maker. The patient may also exercise his/her right to exclude any family members from participating in her/her healthcare decisions
- To have a family member, chosen representative and/or his or her own physician notified promptly of admission to the hospital
- To request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically necessary or inappropriate
- To be included in experimental research only when he or she gives informed, written consent to such participation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices
- To formulate advance directives and be informed prior to receiving treatment how the surgery center will or will not comply with these directives
- To leave the surgery center against your physician's advice to the extent permitted by law

Access to Services

- To receive, as soon as possible, the free services of a translator and/or interpreter, telecommunications devices, and any other necessary services or devices to facilitate communication between the patient and the surgery center's healthcare personnel (e.g. qualified interpreters, written information in other languages, large print, accessible electronic formats)
- To bring the service animal into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, areas where invasive procedures are performed, etc.)
- To pastoral counseling and to take part in religious and/or social activities while in the surgery center, unless your doctor thinks these activities are not medically advised
- To safe, secure, and sanitary accommodation
- To access people outside the facility by means of verbal and written communication
- To have accessibility to facility buildings and grounds. We recognize the Americans with Disabilities Act, a wide-ranging piece of legislation intended to make American society more accessible to people with disabilities. The policy is available upon request
- To a prompt and reasonable response to questions and requests for service

Access to Medical Records

- To have his/her medical records, including all computerized medical information, kept confidential and to access information within a reasonable time frame. The patient may decide who may receive copies of the records except as required by law
- Upon leaving the healthcare facility, and in accordance with the surgery center's policies regarding records requests, patients have the right to obtain copies of their medical records

Ethical Decisions

- To participate prior to receiving treatment in ethical decisions that may arise in the course of care including issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life sustaining treatment, and participation in investigational studies or clinical trials
- If the healthcare facility or its team decides that the patient's refusal of treatment prevents him/her from receiving appropriate care according to ethical and professional standards, the relationship with the patient may be terminated

Protective Services

- To access protective and advocacy services
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff
- To all legal and civil rights as a citizen unless otherwise prescribed by law
- To an impartial review of alleged violations of patient's rights
- To expect emergency procedures to be carried out without unnecessary delay
- To give consent to a procedure or treatment and to access information necessary to provide such consent

Payment and Administration

- To examine and receive an explanation of the patient's healthcare facility's bill regardless of source of payment, and may receive upon request, information relating to the availability of known financial resources
- A patient who is eligible for Medicare had the right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate
- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care

Additional Patient Rights

- Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care and acceptance by the receiving institutions
- To get the opinion of another physician, including specialists, at the request and expense of the patient

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Patient Responsibilities

The care a patient receives depends partially on the patient him/herself. Therefore, in addition to the above rights, a patient has certain responsibilities. These should be presented to the patient in the spirit of mutual trust and respect.

- To provide accurate and complete information concerning his/her health status, medical history, hospitalizations, medications and other matters related to his/her health
- To report perceived risks in his/her care and unexpected changes in his/her condition to the responsible practitioner
- To report comprehension of a contemplated course of action and what is expected of the patient, and to ask questions when there is lack of understanding
- To follow the plan of care established by his/her physician, including the instructions of nurses and other healthcare professionals as they carry out the physician's orders
- To keep appointments or notifying the facility or physician when he/she is unable to do so
- To be responsible for his/her actions should he/she refuse treatment or not follow the physician's orders
- To assure that the financial obligations of his/her healthcare care are fulfilled as promptly as possible
- To follow facility policies, procedures, rules and regulations
- To be considerate of the rights of other patients and facility personnel
- To be respectful of his/her personal property and that of other persons in the facility
- To help staff assess pain, request relief promptly, discuss relief options and expectations with caregivers, work with caregivers to develop a pain management plan, tell staff when pain is not relieved, and communicate worries regarding pain medication
- To inform the facility of a violation of patient rights or any safety concerns, including perceived risk in his/her care and unexpected changes in their condition

Complaint Management Process

If we fail to meet your expectations, we invite you to share your concerns regarding treatment, patient safety and quality of care. You may voice concerns to:

- Any Northwest Surgery Employee
- Your Physician

We encourage you to resolve complaints at the time of service. If you feel that any of your concerns/complaints have not been resolved to your satisfaction, you may initiate formal compliant by writing or calling:

Northwest Surgery Center Administrator: David Grushey

13402 W. Coal Mine Ave #310

Littleton, CO 80127

800-873-1060

You will be contacted to acknowledge receipt of your complaint. The information will be reviewed internally, and a written response will be sent to you within a reasonable time frame. The letter will have a name of the contact person for any further correspondence and communication, and that individual will provide a response with the resolution upon completion of the review. If you are unable to resolve concern(s) to your satisfaction, you also have the right to contact:

Colorado Department of Public Health & Environment

Email: cdphe.hfdintake@state.co.us Subject Line: Complaint Intake

Fax: 303-753-6214 Attn: Complaint Intake

Mail: CDPHE, HFEMSD-C1 Attn: Complaint Intake

4300 Cherry Creek Drive South, Denver, CO 80246-1530

Phone: Ambulatory Surgical Center 303-692-2827

Or

http://www.cms.hhs.gov/ombudsman.resources.asp