

ORTHOPAEDIC ASSOCIATES SURGERY CENTER, LLC

PATIENT BILL OF RIGHTS

Patient Rights

- No patient of this Center shall be deprived of any rights, benefits, or privileges guaranteed by law. There will be no discrimination in provision of service based on race, color, national origin, sex, creed, age, disability, religion or source of payment.
- Courtesy, respect and dignity are a part of all patient interactions. We strive to provide a facility that is clean, comfortable, modern, and safe.
- The Center will provide prompt, confidential, and convenient access to our health professionals. Our regular hours are posted; our physicians are available through the answering service for after hours and emergency consultations. Patients are given the option of rescheduling an appointment if our professionals are unavoidably delayed during office hours.
- The Center shall attempt to safeguard personal items, such as clothing for its patients.
- Every patient shall be permitted to obtain from the physician complete and current information concerning his/her diagnosis, treatment and prognosis, in terms and language the patient can be expected to understand.
- Every patient will be given the opportunity to participate in decisions involving his/her health care, except when such participation is contraindicated for sound medical reasons. We gladly refer patients to other facilities for unbiased evaluation by qualified professionals.
- No patient shall be subjected to experimental research or treatment unless the patient has signed a written informed consent.
- Every patient shall be permitted to refuse medical treatment and to know the consequences of such action. The patient's refusal will free the Center and the Physician(s) from the obligation to provide the treatment.
- The Center shares patient's concerns regarding the escalation of health care costs. We make every effort to provide cost effective medical care. Every patient is entitled to an itemized copy of his/her bill when the bill is satisfied. All patients will be informed of expected fees and payment policies for our services.
- Neither physical restraints nor confinement shall be used for the purpose of punishment or for the convenience of personnel. No physical restraints or confinement shall be used except as ordered by a physician who documents the need for the same in the patient's clinical records.
- The Center has a legal responsibility to protect patient privacy. It will keep patient information confidential and safeguard the privacy of patient information. We will make sure that medical information that identifies you is kept private. We will give you notice of our legal duties and privacy practices with respect to medical information about you, and we will follow the terms of the Center's notice that is currently in effect.
(HIPAA/2013)
- A patient shall be granted respect and privacy in his/her medical and personal care program. Case discussion, consultation, examination and treatment shall be confidential.
- Employees shall not abuse or neglect a patient. It is the duty of any employee or agent who becomes aware of abuse or neglect to report it to the Center's Administrator.

- Preventive medicine is the Center's patient goal. This is accomplished through education during the patient visit and through complementary health related literature.
- Our staff is sensitive to patient concerns and welcomes patient verbalization of grievances. Our aftercare questionnaire is available for feedback as well as meetings with supervisory personnel.
- The Center shall not discriminate against any patient due to any complaint made in good faith and without malice.
- Every patient will be given the opportunity to participate in their pain management process. This may include, but not be limited to, an appropriate initial assessment, follow-up assessments, monitoring effectiveness of interventions and referrals, and education provided to patients and/or their caregivers about pain and pain management, to be conducted by the Center's qualified clinical professionals.
- The Center shall accept an advance directive provided by the patient to be included in their medical record. However, in the event of cardiac arrest or other emergency, a DNR (Do Not Resuscitate) order will not be honored. Appropriate emergency procedures will be taken to resuscitate patients and transfer them to appropriate facilities.
- The Center's staff shall be familiar with and observe the rights and responsibilities as outlined.

Patient Responsibilities

- You have the responsibility for providing accurate and complete information.
- You have the responsibility of being considerate of the rights and property of other patients and facility personnel.
- You have the responsibility to abide by the facility rules and regulations affecting patient care and conduct.
- You have the responsibility for providing a responsible adult to drive you home following surgical procedures.
- You have the responsibility for complying with the treatment plan or refusing treatment after the medical consequences have been explained.

For Grievance, Contact:

Orthopaedic Associates Surgery Center, LLC: Administrator (706) 396-3700

Healthcare Facility Regulation Division
Attention: Complaints Intact
2 Peachtree Street, N.W.
Atlanta, GA 30303

Phone: (404) 657-5728 or 1-800-878-6442 Fax: (404) 657-5731
Website: <http://www.dch.ga.gov>

Office of the Medicare Beneficiary Ombudsman
Phone: 1-800-633-4227
TTY: 1-877-486-2048

Website: <http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx>

***NOTE:** The Patient Bill of Rights will be posted in conspicuous locations throughout the facility.*

Ownership: Dr. Herzwurm, Dr. O'Shea, Dr. Meredith, Dr. Carter, Dr. Rectenwald, Dr. Phillips, Dr. Parfenchuck, Dr. Arrington, Dr. Clapp, Dr. Link, Dr. Abell and University Health Resources.