

25. Have a legal representative exercise your rights to the extent allowed by state law whether adjudged competent or incompetent.

26. File a grievance. If you want to file a grievance with this Center, you may do so by writing or calling:

Newport Beach Surgery Center
Laura Sullivan, Administrator
361 Hospital Road, Suite 124
Newport Beach, CA 92663
(949) 631-0988

The administrator will review each grievance and respond according to the policy posted in the lobby at the Center.

27. File a complaint with the Medical Board of California regardless of whether you use the Center's grievance process.

Medical Board of California
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Central Complaint Unit
Toll Free: (800) 633-2322
Phone: (916) 263-2382
TDD: (916) 263-0935
Fax: (916) 263-2435

28. Office of the Medicare Beneficiary Ombudsman.
Website: www.medicare.gov/Ombudsman/resources.asp

Patient Responsibilities

You are responsible for:

- 1.** Being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.
- 2.** Respecting the property of others and the Center.
- 3.** Reporting whether you clearly understand the planned course of treatment and what is expected of you.
- 4.** Keeping appointments and, when unable to do so for any reason, notifying the Center and the physician.
- 5.** Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalization, medications, unexpected changes in your condition or any other health matters.
- 6.** Observing prescribed rules of the Center during your stay and treatment and, if instructions are not followed, you forfeit the right to care at the Center and are responsible for the outcome.
- 7.** Promptly fulfilling your financial obligations to the Center.
- 8.** Payment to the Center for copies of medical records you may request.

Patient rights and responsibilities were established with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, family, physician and the facility caring for the patient. Patients have these rights without regard to age, race, sex, national origin, religion, culture, physical handicap, personal values or belief systems.



361 Hospital Road ■ Suite 124
Newport Beach, CA 92663

Phone: 949.631.0988
Fax: 949.631.2504

Patient Rights and
Responsibilities

Patient Rights

You have the right to:

- 1.** Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
- 2.** Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
- 3.** Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- 4.** Receive information about your health status, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care.
- 5.** Make decisions regarding medical care, and receive as much information about any proposed treatment as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
- 6.** Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the Center even against the advice of physicians, to the extent permitted by law.
- 7.** Be advised if the Center/personal physician proposes to engage in or perform human experimentation affecting your care or treatment, you have the right to refuse to participate in such research projects.

8. Reasonable responses to any reasonable requests made for service.

9. Appropriate assessment and management of your pain, information about your pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medications. If you suffer from severe or chronic intractable pain, the doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.

10. Receive information regarding advanced directives. This includes information about designating a decision maker if you become incapable of understanding and communicating your wishes regarding care. Should you be transferred to a hospital, staff and practitioners who provide care in the hospital shall comply with these directives.

11. Personal privacy.

12. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

13. Confidential treatment of all communications and records pertaining to your care and stay at the Center. You will receive a separate "HIPAA Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.

14. Receive care in a safe setting, free from mental, physical, sexual, or verbal abuse and neglect, exploitation or harassment. You have the right to access protective advocacy services including notifying government agencies of neglect or abuse.

15. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

16. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.

17. Be informed by the physician or the delegate of the physician, of continuing health care requirements following discharge from the Center. Upon your request, a friend or family member may be provided this information also.

18. Know which rules and policies of the Center apply to your conduct as a patient.

19. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:

- No visitors are allowed
- The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
- You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

20. Examine and receive an explanation of the Center's bill regardless of the source of payment.

21. Exercise your rights without being subjected to discrimination or reprisal.

22. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status or the source of payment for care.

23. Be free from all forms of abuse and harassment.

24. Voice grievances regarding the treatment of care that is (or fails to be) furnished.