

THE SURGERY CENTER AT LUTHERAN PATIENT'S RIGHTS AND RESPONSIBILITIES

Each patient treated at this Ambulatory Surgery Center, or their representative, has the right to:

- Be treated with respect, consideration, and dignity.
- Respectful care given by competent personnel with consideration of their privacy concerning their medical care.
- Be given the name of their attending physician, the names of all other physicians directly assisting in their care, and the names and functions of other health care persons having direct contact with the patient.
- Have records pertaining to their medical care treated as confidential.
- Know what surgery center rules and regulations apply to their conduct as a patient.
- Expect emergency procedures to be implemented without necessary delay.
- Absence of clinically unnecessary diagnostic or therapeutic procedures.
- Expedient and professional transfer to another facility when medically necessary and to have the responsible person and the facility that the patient is transferred to notified prior to transfer.
- Treatment that is consistent with clinical impression or working diagnosis.
- Good quality care and high professional standards that are continually maintained and reviewed.
- An increased likelihood of desired health outcomes.
- Full information in layman's terms concerning appropriate and timely diagnosis, treatment, and preventive measures; if it is not medically advisable to provide this information to the patient, the information shall be given to the responsible person on his/her behalf.
- Receive a second opinion concerning the proposed surgical procedure, if requested.
- Accessible and available health services; information on after-hour and emergency care.
- Give an informed consent to the physician prior to the start of a procedure.
- Be advised of participation in a medical care research program or donor program; the patient shall give consent prior to participation in such a program;
- A patient may also refuse to continue in a program that has previously given informed consent to participate in.
- Receive appropriate and timely follow-up information of abnormal findings and tests.
- Receive appropriate and timely referrals and consultation.
- Receive information regarding "continuity of care"

- Refuse drugs or procedures and have a physician explain the medical consequences of the drugs or procedures.
- Appropriate specialty consultative services made available by prior arrangement.
- Medical and nursing services without discrimination based upon age, race, color, religion, gender, sexual orientation, national origin, handicap, disability, or source of payment.
- Have access to an interpreter whenever possible.
- Be provided with, upon request, access to information contained in their medical record.
- Accurate information regarding the competence and capabilities of the organization, its employees, and medical staff.
- Receive information regarding methods of expressing suggestions or grievances to the organization.
- Appropriate information regarding the absence of malpractice insurance coverage.
- Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- Health services provided are consistent with current professional knowledge.
- Appropriate assessment and management of pain.
- Participate in their own healthcare decisions except if this is contraindicated due to medical reasons.
- Receive a Patient Privacy Notice which provides an explanation of how their protected health information is utilized and to those that may need to receive it. (Notification if a breach of unsecured health information occurs.)
- Pastoral and/ or spiritual support

Each patient treated at this facility has the responsibility to:

- Provide full cooperation with regards to instructions given by his/her surgeon, anesthesiologist, and operative care (pre and post).
- Provide the surgery center staff with all medical information which may have a direct effect on the provider at the surgery center.
- Provide the surgery center with all information regarding third-party insurance coverage.
- Know their insurance requirements, such as pre-authorization, deductibles and co-payments
- Fulfill financial responsibility, for all services received, as determined by the patient's insurance carrier.
- Act in respectful and considerate manner toward healthcare providers, other patients and visitors.

* See back cover for important phone numbers

PATIENTS RIGHTS AND RESPONSIBILITIES



3455 LUTHERAN PARKWAY
SUITE 150
WHEAT RIDGE, CO 80033
303-301-7700
www.lutheranasc.com

OWNERSHIP DISCLOSURE

The physician who has referred you to The Surgery Center at Lutheran may have a limited investment in this facility and therefore may have a "significant beneficial interest" in referring you to us. You are free to choose another facility in which to receive the services that have been ordered by your physician.

James Barron, MD
B. Andrew Castro, MD
William Ciccone, MD
David Conyers, MD
Cornerstone Wheat Ridge ASC, LLC
Gayle Crawford, MD
Tom Eickmann, MD
Thomas Fry, MD
Jennifer Grube, MD
Michael Johnson, MD
Robert Kawasaki, MD

Erik Kreutzer, MD
Nicholas Olsen, DO
Matthew Paden, DPM
William Saber, MD
Brett Sachs, DPM
Daniel Saunders, MD
Gregory Still, DPM
Michael Tralla, MD
Christopher Wilson, MD
Tracy Wolf, MD
Fredric Zimmerman, DO

The Surgery Center at Lutheran is a joint venture with
Lutheran Medical Center / SCL Health

Grievance Process

You and your representative have the right to:

- Voice a complaint to your healthcare providers and administrators without a fear of reprisal.
- Contact the Management Representative at 303-301-7700 to file a formal grievance. Or, you may contact the State of Colorado to issue a grievance. Their website is:
<http://www.dora.state.co.us/medical/complaints.htm>
or call 303-894-7690.
- Contact the Colorado Department of Health and Human services @ 303-692-2800 Or 1-800-886-7689x2800
- Contact the Medicare Hotline @ 1-800-633-4227 or
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
- Contact the Accreditation Association of Ambulatory Health Care
www.aaahc.org
- Receive a timely response with the results of your complaint (if issued to the Surgery Center directly). Unresolved complaints are directed to the facilities director within 3 days and are responded to in writing.

Advance Directives

You and your representative have the right to know that:

- Patients treated at The Surgery Center at Lutheran are expected to be in reasonably good health and of low surgical/procedure risk; making resuscitation appropriate for conditions of preserving life, until transfer to hospital occurs.
- Your advance directives will not prevent treatment of a life threatening condition should one occur while you are receiving care at The Surgery Center at Lutheran. In the event of a life threatening condition, you will be treated, stabilized and transferred via EMS to the closest appropriate acute care facility.

Important Numbers & Websites:

The Facility Administrator: 303-301-7702
State of Colorado: 303-894-7690

<http://www.dora.state.co.us/medical/complaints.htm>

Colorado Department of Health and Human services:
303-692-2800 or 1-800-886-7689 x2800

Medicare Hotline: 1-800-633-4227

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>