

PATIENT RIGHTS AND RESPONSIBILITIES

Excellence in Surgery. Excellence in Service.

The Dearborn Surgery Center LLC is an ambulatory surgical facility that is committed to exceeding your health care expectations. The Center is designed to promote privacy and provide comfortable surroundings for you and your family. Our staff maintains a collaborative approach with you and your physician to achieve the highest standards of care and ensure optimal outcomes. Please inform us if we can do anything for you or your family while you are at the Center.

It is the policy of the Dearborn Surgery Center LLC to support and assist you regarding your rights and responsibilities as a patient. Our goal is to provide you with information, fair treatment, and the ability for you to have autonomy over your medical decisions. These rights are extended to each patient regardless of age, sex, race, creed, national origin, ethnic group, economics, cultural background, religious belief, or disabilities. It is our hope that you will actively participate in your care. Please ask questions from your physician, nurse, or any other staff regarding your care while at the Center.

The Dearborn Surgery Center LLC is a for-profit center which is owned by a group of Physicians and Oakwood Enterprises, Inc. A list of physician owners is posted in our waiting room and will be provided to you upon request. All Dearborn Surgery Center LLC physicians have privileges at a surrounding area hospital and are credentialed utilizing national standards.

PATIENT RIGHTS

Patients have the right:

- To not be denied appropriate care based on race, religion, national origin, sex, age, disability, marital status, sexual preference, or source of payment.
- To receive adequate and appropriate care.
- To be treated with respect, consideration and dignity in all circumstances.
- To have the Center support and protect the basic human rights and statutory rights of each patient.
- To have a patient representative (parent, legal guardian, person with medical power of attorney) exercise the patient's rights when the patient is incapable of doing so, without coercion, discrimination, or retribution. This includes being informed of health status, being involved in the care, planning and treatment, and being able to request or refuse treatment. This will not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- To know who is responsible for and who is providing your direct care; to receive information regarding your continuing health needs and alternatives for meeting those needs; to be involved in your discharge planning if appropriate.
- To receive information from the appropriate individual within the Center, about your medical condition, proposed course of treatment, and prospects for your recovery in terms that you can understand unless it is medically contraindicated by the physician in your medical record.
- To personal and informational privacy, including confidentiality of clinical records
- To receive accurate, easily understood information to assist you in making informed decisions about your health plans.

- To formulate advance directives and to be informed that the Center honors Appointment of a Health Care Representative and Durable Power of Attorney.
If you have any questions regarding Advance Directives, please let our staff know.
- To refuse treatment to the extent provided by law and be informed of consequences of your refusal.
- To be entitled to information concerning an experimental procedure.
- To receive prompt and appropriate assessment and management of pain
- To receive care in a safe setting.
- To be free of any form of seclusion or restraints that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- To be free of any form of abuse or harassment.
- To have visitors and communicate with people outside the Center when medically appropriate.
- To have pastoral care and spiritual services.
- To have access to protective services.
- To consent or refuse treatment after being adequately informed of the benefits and risks and alternatives to treatment.
- To know the reasons for any proposed change in the professional staff responsible for your care.
- To change providers if other qualified providers are available.
- To access information contained in your medical record and to have the information explained or interpreted as necessary.
- To expect that the Center will provide a mechanism whereby you are informed by your physician or delegate of your continuing health care requirements following discharge.
- To know the Center rules and regulations that apply to your conduct as a patient and to be informed about the mechanism for initiation, review, and resolution of patient complaints. The process will be fair and efficient and may include rigorous internal review and independent external review.
- To know the reasons for your transfer to an outside hospital.
- To information regarding Center charges, available payment options, and notice of non-coverage. To request and examine an explanation of your bill regardless of source of payment.
- To be informed of the source of the Center's reimbursement for your services, and of any limitations which may be placed upon your care.
- To know the relationships of the facility to other people or organizations participating in the provision of your care and treatment.
- To receive interpretation for individuals who speak languages other than English.
- To have your compliments, concerns, complaints or grievances addressed. Presenting a concern or complaint will not compromise your access to care, treatment or services. You may make a complaint or grievance or recommend changes in policies and services on behalf of yourself or others to your physician, Center staff, administration, designated Grievance Officer, Health Department, Medicare or another person of your choice free from restraint, interference, coercion, discrimination or reprisal.

Our patients are our primary concern. In the event you have a complaint, the Center would be more than happy to address the issue. Please feel free to contact the Administrator/Grievance Officer or our Accrediting Agency for assistance.

Kristine Hall
Administrator, Grievance Officer
Dearborn Surgery Center
18100 Oakwood Blvd. Suite 100
Dearborn, MI 48124
313-253-2069 / Fax 313-253-2068
Kristine.hall@dearbornsurgery.com

Accreditation Association for Ambulatory
Health Care, Inc.
AAAHC
3 Parkway North, Suite 201
Deerfield, IL 60015
847-853-6060 / Fax: 847-853-9028
Complaints@aaahc.org

If you wish to report your complaint to the State of Michigan or Medicare, please reference the information below.

Michigan Department of Licensing and Regulatory Affairs (LARA)

Bureau of Survey and Certification (BSC)

Toll-Free Complaint Hotline: 1-800-882-6006

Direct Online Complaint Portal: <https://apps.lara.state.mi.us/BscComplaintIntakeForm>

Mailing Address:

Department of Licensing and Regulatory Affairs

Bureau of Survey and Certification – Complaint Intake Section

P.O. Box 30838

Lansing, MI 48909

Medicare/CMS Complaints

For health facility conditions and quality of care issues at an ambulatory surgery center, the Centers for Medicare & Medicaid Services (CMS) directs beneficiaries to file through the State of Michigan (LARA, listed above). General Medicare complaints or coverage rights violations can be initiated directly with Medicare.

Toll-Free Phone: 1-800-MEDICARE (1-800-633-4227)

TTY Users Phone: 1-877-486-2048

Direct Online Complaint Form: <https://www.medicare.gov/my/medicare-complaint>

Medicare Beneficiary Ombudsman (MBO)

The MBO helps ensure patient rights are protected and reviews issues that have not been adequately resolved through standard Medicare complaint processes.

How to escalate via Phone: 1-800-633-4227 – explicitly ask the agent to submit your unresolved complaint to the MBO

Ombudsman General Web Resource: <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

Ombudsman Rights and Help Portal: <https://www.medicare.gov/basics/your-medicare-rights/get-help-with-your-rights-protections>

PATIENT RESPONSIBILITIES

Patients have the responsibility:

- To provide complete and accurate information to your healthcare providers, including your medical history, pain and pain relief methods.
- To voice your concerns regarding your care, including pain management.
- To follow recommendations of your physician or tell your care provider if you are concerned or not able to follow them.
- To accept the consequences and understand the outcome if you choose not to follow the advice of your physician.
- To tell your care provider if you have an unexpected change in condition, side effects from medication, your pain is not relieved, or you feel that your care is not going the way you think it should.
- To adhere to the Center's policies and regulations, including the non-smoking policy, that apply to your care and conduct.
- To be respectful of other patients, employees, and property.
- To provide the Center with accurate information regarding payment and paying your portion in a timely manner. Delinquent accounts will be referred to for collections, to the extent allowed by law.
- To provide us with suggestions to ensure we meet your needs and expectations.
- For your safety, a responsible family member or adult friend must drive you home and, if required by your physician, remain with you for 24 hours after your procedure.