

RIGHTS AND RESPOSIBILITIES OF PATIENTS:

- The staff and personnel of the Englewood Surgery Center recognize the basic human right of patients. Efforts are directed to providing care commensurate those basic human rights.
- Patients are treated with respect, consideration and dignity.
- Patients are provided appropriate privacy. Patients have the right to privacy of any information or treatment concerning his/her own medical care. Patients have the right to be informed of any person other than routine personnel that would be observing or participating in his/her treatment.
- Patients have the right to know the person(s) responsible for coordinating his/her care.
- Patient disclosures and records are treated confidentially, and except when required by law, patients are given the opportunity to approve or refuse their release.
- Patients are provided, to degree known, complete information concerning their diagnosis, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Patients have the right to receive from his/her physician enough information so that he/she may understand the procedure or treatment being received in order to sign the informed consent.
- Patients have the right to refuse treatment and to be informed of the consequences of his/her actions. Patients are given the opportunity to participate in decisions involving their health care, except with such participation is contraindicated for medical reasons.
- Patients have the right to know if any research will be done during his/her treatment and have the right to refuse.
- Patients have the right to expect quality of care and service from the facility.
- Patients have the right to be informed of mechanism by which he/she will have continuing health care following discharge from Englewood Surgery Center.
- Patients have the right to know services available at the Englewood Surgery Center.
- Patients have the right to know methods for expressing grievances and complaints to Englewood Surgery Center if he/she feels any rights have been violated, has a significant complaint, or suggestions to improve services or quality of care. Grievances and suggestions can be made by notifying the Administrator in person or by calling (720) 274-0319, or via mail at the above listed address. Patients may also notify the Assistant Administrator of Englewood

Surgery Center in person or by calling (720) 274-0341, or via mail at the above listed address. Complaints to the State can be reported through DORA at 1560 Broadway, Suite 110, Denver, CO 80202 or by calling (303) 894-7855. Complaints to Medicare can be reported through the Office of Medicare Beneficiary Ombudsman at www.Medicare.gov or by calling (800) 633-4227.

- Patients have the right to information concerning the instruction to which he/she may have to be transferred. The institution to which the patient is being transferred must be given approval prior to transfer.
- Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
- It is the patient's responsibility to read and understand all permits and/or consents he/she signs. If the patient does not understand, it is the patient's responsibility to ask the nurse or physician for clarification
- It is the patient's responsibility to answer all medical questions truthfully to the best of his/her knowledge.
- It is the patient's responsibility to carefully read and follow pre-operative instructions his/her physician and/or Englewood Surgery Center has given.
- It is the patient's responsibility to notify the Englewood Surgery Center if he/she has not followed pre-operative instructions.
- It is the patient's responsibility to read carefully and follow post-operative instructions he/she receives from the physician and/or nurse. This includes post-operative appointments.
- It is the patient's responsibility to contact his/her physician if he/she has any complications.
- It is the patient's responsibility to assure all payments for services rendered are on a timely basis and ultimate responsibility is his/hers, regardless of whatever insurance he/she may have.

It is the patient's responsibility to notify the Administrator, Clinical Director, or their designee, at Englewood Surgery Center, if he/she feels any rights have been violated, has a significant complaint, or a suggestion to improve services or quality of care.