



PATIENT RIGHTS AND RESPONSIBILITIES STATEMENT

We welcome you as a patient and those accompanying you.

***Since we believe you are entitled to expect informed, compassionate, respectful, dignified, confidential, safe, and competent care,
our staff and physicians are committed to providing notice of our patient rights and responsibilities in advance of your Center admission.***

These rights and responsibilities include:

- Accurately informing the public of the Center's licensure, Medicare Certification, and accreditation status and our coverages for professional liability. We want you to be aware of the Center's quality assurance practices.
- Serving all medically appropriate patients at the Center regardless of personal characteristics, preferences, background, circumstances, beliefs, or sources of payment. Thank you for choosing Specialty Surgical Center for your care.
- Ensuring that you have chosen the Center for your care with knowledge of the Center's ownership structure and of the services it does and does not have available.
- Providing you with information you may desire about the names and credentials of our Center staff and the physicians on our Medical Staff.
- Greeting and treating you courteously, with consideration for your needs, safety, and well being. Please make us aware of your concerns.
- Providing you notice of our privacy policies and giving you appropriate personal privacy in your admission, preparation for treatment, surgery, and recovery here.
- Offering you information about advance directives that you might choose to provide to guide your care, including within your medical record any advance directives you give to the Center, and discussing with you the extent to which emergency circumstances during your treatment may limit our honoring your advance directives.

- Having up-to-date, accurate information about our hours, services, and capabilities available for you during your stay. Additionally, we provide instructions for after-hours and emergency care. Feel free to ask us if we can clarify or explain anything, so that you know what you can appropriately expect from us and how you can contribute to the outcome of your care.
- Assuring that you or the person legally responsible for your care decisions is aware of your diagnosis, evaluation, treatment, and prognosis and options in choosing and refusing treatment.
- Making sure that you're comfortable with your choice of doctor.
- Providing you information about your health and treatment, to allow you to guide decisions about your care. So that we can work with you toward as comfortable, rapid, and complete a recovery as your condition permits, don't hesitate to ask any questions you might have while you're here or to call your doctor afterward.
- Informing you of any aspect of your care that involves experimental techniques or research and assuring that you're aware of your right to refuse to participate; we'll proceed only with your consent to do so.
- Involving you or someone responsible for your care in plans for and education about your treatment after your procedure at the Center.
- Letting you know about the cost of your treatment, payment policies, and procedures for getting allowable reimbursement under any health plans in which you're enrolled, such as Medicare or other insurance, or through arrangements of the Center. We'll also inform you of portions of your care that your health plan will not reimburse, so that you can make an informed decision about proceeding. We're glad to provide and explain billing information to you.
- Informing you of any complications or other unexpected events in your treatment and involving you in steps that can be taken to address these.
- Treating your records confidentially and securely, except when we're required by law to disclose information. We'll provide you with written information about your rights and responsibilities concerning your health information. We also take precautions to help prevent or detect medical identity theft.
- Asking you to fill out a questionnaire about the Center and phoning you during your recovery, so that you can help us address any areas related to your satisfaction and so that your views and suggestions benefit other patients here.

- Letting you know how to voice concerns or grievances regarding your treatment or care. If for any reason you are dissatisfied with your care at the Center, we urge you to report this as promptly as possible to our Administrator:

Justine B. Corday
22000 Greenfield Road
Oak Park, Michigan 48237
(248) 206-2990

You also may express a complaint to State officials by toll-free telephone, by facsimile, by mail, or by completing a complaint form on line:

Michigan Department of Consumer & Industry Services
Bureau of Health Services Operations, Complaint Investigation Unit
611 W. Ottawa
Telephone: (800) 882-6006
Facsimile: (517) 241-0093
https://www.michigan.gov/documents/mdch/bhs_ch7_mom_filing_complaints_223591_7.pdf

Additionally satisfaction concerns of Medicare patients may be directed to the Office of the Medicare Beneficiary Ombudsman, whose role is to help Medicare patients understand their Medicare options and apply their Medicare rights and protections:

<http://www.cms.gov/site-search/search-results.html?q=MedicareBeneficiaryOmbudsman>

As our patient, you can help us meet our care commitments by:

- Arranging for a responsible adult to accompany you to the Center, transport you back to where you'll be staying for the next 24 hours after discharge, and be available to care for you there to the extent your doctor recommends.
- Accepting responsibility at registration for the cost of care not covered by your insurance or some other arrangement.
- Informing us fully and accurately of your health conditions and habits, including any communicable diseases and any allergies and sensitivities, and the medications you take, including non-prescription remedies and dietary supplements.
- Advising us of any living will, medical power of attorney, or other directive which might guide the care we provide to you.
- Letting us know immediately of any change that you experience in your comfort and condition at the Center, Including any treatment you feel is unsafe, disrespectful, harassing or threatening, abusive, or neglectful.

- Telling us if any aspect of your treatment and care after discharge will be difficult for you, and helping us to discover any alternatives.
- Following the care plan you and your doctor have agreed upon, including keeping follow-up appointments.
- Observing Center policies adopted for patient safety and comfort and complying with applicable laws and regulations, such as our smoke-free building policy.
- According respect to the Center's other patients, its staff, and its physicians.