



Coast Surgery Center

Patients Rights and Responsibilities

As a patient, you have the right to:

1. To be treated with respect, consideration and dignity.
2. To receive care in a safe setting, and be free from abuse, neglect, harassment, and exploitation.
3. To personal and data privacy, security and confidentiality, including:
 - a. The right to have patient disclosures and records treated with confidentiality; and
 - b. The opportunity to approve or refuse the release of his or her records, except when release required by law.
4. To be fully informed about a treatment or procedure and the expected outcome before it is performed, and thus make informed decisions prior to the start of any procedure or treatment
 - a. The patient is provided, to the degree known, complete information concerning his or her diagnosis, evaluation, treatment, and prognosis before treatment is performed. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or a legally authorized person.
 - b. The patient is given the opportunity to participate in decisions involving his or her health care, except when such participation is contraindicated for medical reasons.
5. To exercise advance directives, along with information regarding the ASC's policies on advance directives, including a description of applicable state health and safety laws. If requested, the ASC shall provide copies of official state advance directive forms.
6. To voice suggestions, complaints and grievances regarding treatment or care that is (or fails to be) furnished, including the procedures for expressing such suggestions, complaints and grievances.
7. To change providers if other qualified providers are available.
8. To refuse to participate in experimental treatment.
9. To be informed of services available at the ASC, provision for after-hours and emergency care, fees for service, payment policies, and the credentials of healthcare professionals.
10. If a patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.
11. If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by state law.
12. The right to exercise his or her rights without being subjected to discrimination or reprisal.
13. File a complaint with the state Department of Health Services regardless of whether you use Coast Surgery Center's grievance process. The State Department of Health Services' phone number is 1-800-824-0613.



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As a patient, you have the responsibility to:

1. To provide complete and accurate information to the best of their ability about his or her health, any medications, including over-the-counter products and dietary supplements, and any allergies and sensitivities.
2. To follow the treatment plan prescribed by his or her provider and to participate in his or her care.
3. To provide a responsible adult to transport the patient home from the ASC and remain with him or her for twenty-four hours, if required by the patient's provider.
4. To inform his or her provider about any living will, medical power of attorney, or any advance directive that could affect his or her care.
5. To accept personal financial responsibility for any charges not covered by his or her insurance/third party payer.
6. To be respectful of all health care professionals and staff, as well as other patients.

If you have any complaints not reasonably handled by this facility you are encouraged to contact *the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) located at 5250 Old Orchard Road, Suite #200, Skokie, IL 60077 (847) 853-6060 American Association for Accreditation of Ambulatory Surgery Facilities, Inc. (AAAASF) located at 7500 Grand Ave, Suite 200; ,Gurnee, Illinois 60031. (888) 545-5222 or your California Department of Health Services at Los Angeles County District Office , located at 313 N. Figueroa St., Los Angeles, CA 90012. (213) 240-8101.*

You can also contact the Office of Medicare Beneficiary Ombudsman through the Centers for Medicare & Medicaid Services 7500 Security Boulevard, Baltimore, MD 21244; or contact by phone at (800) 633-4227, or visit their website at <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>