

THE CENTER FOR SPINE PROCEDURES, P.C.

PATIENT RIGHTS

1. Patient Rights

- a. Patient has the right to choose another facility for his/her procedure. The patient will be provided a copy of the Patient Rights and Responsibilities prior to the date of the procedure. The provision of this form is delegated to the Medical Practice which shall provide a copy of the signed and dated form to the Center prior to the procedure.
- b. Some or all of the health care professionals performing services in this Center are independent contractors and are not Center agents or employees. Independent contractors are responsible for their own actions and the Center shall not be liable for the acts or omissions of any such independent contractor
- c. The privacy of all patients shall be respected at all times. Patients shall be treated with respect, consideration and dignity.
- d. Patients shall receive assistance in a prompt, courteous, and responsible manner.
- e. Patient disclosures medical records are considered confidential. Except as otherwise required by law, patient records and/or portions of records will not be released to outside entities or individuals without patients' and/or designated representatives' express written approval. Patients are given the opportunity to approve or refuse the release of their medical records.
- f. Patients have the right to know the identity and status of individuals providing services to them.
- g. Patients have the right to change providers if they so choose. Patients are informed of the credentials of all staff who will be providing care during the patients' stay.
- h. Patients, or a legal authorized representative, have the right to thorough, current and understandable information regarding their diagnosis, treatment options and prognosis, if known, and follow-up care. All patients will sign an informed consent form after all information has been provided and their questions answered.
- When it is medically inadvisable to give such information to the patient, the information is provided to a person designated by the patient or to a legally authorized person.
- i. Unless participation is medically contraindicated, patients have the right to participate in all decisions involving their healthcare.
- j. Patients have the right to refuse treatment and to be advised of the alternatives and consequences of their decisions. Patients are encouraged to discuss their objectives with their provider.
- k. Patients have the right to refuse participation in experimental treatment and procedures. Should any experimental treatment or procedure be considered, it shall be fully explained to the patient prior to commencement.
- l. Patients have the right to make suggestions or express complaints about the care they have received and to submit such to the Practice Manager who will complete an "Incident Notification" and bring the issue to the attention of the Medical Director in a timely manner so the grievance may be addressed.
- m. Patients have the right to be provided with information regarding emergency and after-hours care.
- n. Patients have the right to obtain a second opinion regarding the recommended procedure. Responsibility for the expense of the second opinion rests solely with the patient.
- o. Patients have the right to a safe and pleasant environment during their stay.
- p. Patients have the right to have visitors at the Center as long as visitation does not encumber Center operations and the rights of other patients are not infringed.
- q. Patients have the right to have procedures performed in the most painless way possible.
- r. Patients have the right to an interpreter if required.
- s. Patients have the right to be provided informed consent forms as required by the laws of the U.S. Virgin Islands.
- t. Patients have the right to truthful marketing and/or advertising regarding the competence and capabilities of the Center and its staff.
- u. Patients have the right to have copies of their "Advance Directives/Living Wills" in their medical records and to have Center staff honor these wishes to the extent feasible. Patients will be informed of the Center's Advance Directive/Living Will policy and procedure and given a copy for their records. The Center will maintain, in the patient's Center medical record, a signed copy, indicating the patient's acknowledgment of Center policy. A signed copy of the "Patient Rights & Responsibilities" will also be maintained in the record.
- v. Patients will be provided, upon request, all available information regarding services available at the Center, as well as information about estimated fees and options for payment.
- w. If applicable, patients will be informed of the absence of malpractice insurance coverage.
- x. Patients have the right to approve the release of their medical records to other care providers, legal representatives and other persons authorized by the patient.
- y. Patient has the right to exercise his/her rights without being subject to discrimination or reprisal.
- z. Patient has the right to be free from all forms of abuse or harassment.

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PATIENT RESPONSIBILITIES

2. Patient Responsibilities

- a. Patients are expected to provide complete and accurate medical histories, to the best of their ability, including providing information on all current medications, over-the counter products and dietary supplements and any allergies or sensitivities.
- b. Patients are responsible for keeping all scheduled pre- and post-procedure appointments and complying with treatment plans to help ensure appropriate care.
- c. Patients are responsible for reviewing and understanding the information provided by their Physician or nurse. Patients are responsible for understanding their insurance coverage and the procedures required for obtaining coverage.
- d. Patients are responsible for providing insurance information at the time of their visit and for notifying the receptionist of any changes in information regarding their insurance or medical information.
- e. Patients are responsible for paying all charges for co-payments, co-insurance and deductibles or for non-covered services at the time of the visit unless other arrangements have been made in advance with the Financial Coordinator.
- f. Patients are responsible for treating Physicians, Staff and other patients in a courteous and respectful manner.
- g. Patients are responsible for asking questions about their medical care and to seek clarification from their Physician of the services to be provided until they fully understand the care they are to receive.
- h. Patients are responsible for following the advice of their provider and to consider the alternatives and/or likely consequences if they refuse to comply.
- i. Patients are responsible for expressing their opinions, concerns or complaints in a constructive manner to the appropriate personnel at the Center.
- j. Patients are responsible for notifying their health care providers of patient's Advance Directives, Living Wills, Medical Power of Attorney or any other directives that could affect their care. In the event of an emergency, the patient will be transferred to the appropriate facility. The facility will be notified of the existence of the Advance Directive, if applicable, and will be provided with a copy.
- k. Patients are responsible for having a responsible adult transport them from the Center and remain with the patient for twenty-four (24) hours, if required by the Physician.
- l. The patient will be provided a copy of the Patient Rights and Responsibilities prior to the date of the procedure. The provision of this form is delegated to the Medical Practice which shall provide a copy of the signed and dated form to the Center prior to the procedure.

Questions or Concerns?

You and your family should feel you can always voice your concerns. If you share a concern or complaint, your care will not be affected in any way. The first step is to discuss your concerns with your doctor, nurse, or other caregiver. If you have concerns that are not resolved, please contact the Center Administrator at 770-421-1420.

- If preferred, the patient/caregiver may contact the Section Head of the Acute Care Section of the Healthcare Facility Regulation Division of the Georgia Department of Community Health at 404-657-5728 or at (800) 878-6442, or at 2 Peachtree Street NW, 31-447, Atlanta, Georgia, 30303;
- They may also contact their Ombudsman at www.cms.hhs.gov/center/ombudsman.asp; or
- They may also contact The Accreditation Association for Ambulatory Healthcare (AAHC) at P: 847.853.6060 F: 847.853.9028 E: info@aaahc.org.

Disclosure of Ownership Interest

The Center operates as an office based surgery center. This facility is owned by Dr. Arnold Weil and Dr. Anthony Grasso who have become owners due to their commitment to provide quality health care and services to patients at a more affordable cost. You have the right to choose where to receive services, including the following reasonable alternative sources of services for these physicians are:

Reasonable alternative locations of services for the procedure are:

- Kennestone Medical Center

Notice of Language Assistance Services

<http://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html>

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-696-6775.

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-877-696-6775。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-696-6775 번으로 전화해 주십시오.

Gujarati: યુ ના: જો તમે જરાતી બોલતા હો, તો િન: લુ ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ધ છ. ફોન કરો 1-877-696-6775.

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-696-6775.

Amharic: ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-877-696-6775.

Hindi: ध्यान द: य द आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-877-696-6775.

French Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-696-6775.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-696-6775.

Arabic: اتصل بالمجان لك تتوافر اللغوية المساعدة خدمات فإن اللغة، اذكر تتحدث كنت إذا: ملحوظة -1-877-696-6775 برقم

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-696-6775.

Persian (Farsi): بصورت زبانی تسهیلات کنید، می گفتگو فارسی زبان به اگر: توجه با. باشد می فراهم 1-877-696-6775. بگیرید تماس شما برای رایگان

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-696-6775.

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-696-6775. まで、お電話にてご連絡ください。