

PATIENT RIGHTS

Access to Care – Patients shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, or sources of payment for care.

Respect and Dignity - Patients have the right to considerate, respectful care at all times and under all circumstances, with recognition of your personal dignity. Patients have the right to be free from all forms of abuse and harassment.

Privacy and Confidentiality - Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Individuals not directly involved in the patient's care will not be present without the patient's permission. Patients have the right to have their records treated confidentially according to the Notice of Privacy Practices. If you believe your privacy rights have been violated you may file a complaint with the Dept. of Health & Human Services, or contact the HIPAA Compliance Office, Orthopedic Surgery Center of Orange County, 22 Corporate Plaza, Newport Beach 92660, 949-515-0708.

Personal Safety - Patients have the right to expect reasonable safety in so far as Center practices and environment are concerned.

Identity - Patients have the right to know the name, credentials and professional relationship of all the providers involved in their treatment.

Information –Patients, or their appointed designee have the right to receive complete and current information concerning the diagnosis (to the degree known), treatment, and any known prognosis. This information should be communicated by their provider in terms that they can reasonably understand.

Financial Interest—Patients have the right to know that their physician may have a financial interest in the facility. For information regarding your surgeon please contact the Center at 949.515.0708. OSC is owned by Hoag Orthopedic Institute..

Communication - When language barriers may affect their understanding of care and treatment, patients have the right to an interpreter.

Consent –Patients, or the patient's designee, have the right to reasonable informed participation in the decisions involving their care except when such participation is contraindicated for medical reasons and governed by law. To the degree possible, this should be based on a clear, concise explanation of their condition and all proposed procedures, including the possibilities of any risk of mortality or serious side effects, problems related to recuperation, and probability of success. Patients should not be subjected to any procedure without their voluntary, competent, and understanding consent; or the consent of their legally authorized representative.

Providers - Patients, at their own request and expense, have the right to consult with a specialist.

Refusal of Treatment - Patients may refuse treatment to the extent permitted by law. When refusal of treatment by them or their legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship may be terminated upon reasonable notice.

Research Projects—Patients have the right to refuse to participate in research projects.

Resolving Conflicts/Grievances - Patients have the right, without recrimination, to voice complaints regarding the care received, and to have those complaints reviewed and, when possible, resolved. To file a grievance with the Center please contact the Center Administrator, Orthopedic Surgery Center of Orange County, 22 Corporate Plaza, Suite 150, Newport Beach, CA 92660, 949-515-0708. Also, Accreditation Assoc. for Ambulatory Care 847-853-6060. Patients have the right to file a complaint with the state Department of Health Services, 681 S. Parker St, Ste 200, Orange, CA 92868, 800-227-5234. Medicare patients can contact the Office of the Medicare Beneficiary Ombudsman at <http://www.cms.hhs.gov/center/ombudsman.asp> .

Transfer and Continuity of Care - Whenever possible, patients may not be transferred to another facility without an explanation of the need for, and alternatives to, the transfer. Patients have the right to be informed by the practitioner responsible for their care, or their delegate, of any continuing health care requirements following discharge from the Center.

Change of Provider—Patients have the right to change their provider if other qualified providers are available.

Center Charges - Patients have the right to request and receive fees for service, an explanation of their bill and available payment methods for services rendered in the Center.

Center Rules and Regulations - Patients have the right to know about Center rules if and when, they become applicable to their conduct as a patient.

Advance Directives - Patients have the right to have an advanced directive or living will. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. If they have a written advance directive, and if you wish to provide a copy to the center, the center will honor the intent of the directive to the extent provided by law and Center policy. DNR [Do Not Resuscitate] order is not honored, OSC will always attempt to resuscitate and then transfer the patient to a hospital in the event of deterioration. Advance Health Care Directive is available at the California Hospital Association website <http://www.calhospital.org/public/advance-health-care-directive> or at the Center upon request.