

## Outpatient Surgery Center of Boca

### Patient Rights and Notification of Physician Ownership

#### **Patient's Bill of Rights:**

Every patient has the right to be treated as an individual and to actively participate in his/her care. The facility and medical staff have adopted the following patient rights and responsibilities, which are communicated to each patient or the patient's representative or surrogate in advance of the procedure/surgery.

#### **Patient's Rights:**

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.

A patient has the right to a prompt and reasonable response to questions and requests.

A patient has the right to know who is providing medical services and who is responsible for his or her care.

A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.

A patient has the right to know what rules and regulations apply to his or her conduct.

A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.

A patient has the right to refuse any treatment, except as otherwise provided by law.

A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.

A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment; whether the health care provider or healthcare facility accepts the Medicare assignment rate.

A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.

A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.

A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.

A patient has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.

#### **Patient's Responsibilities:**

The patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.

The patient is responsible for reporting unexpected changes in his or her condition to the health care provider.

The patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.

A patient is responsible for following the treatment plan recommended by the health care provider.

A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.

A patient is responsible for his or her actions should he or she refuses treatment or does not follow the health care provider's instructions.

A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.

A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.

#### **If you need an interpreter:**

If you will need an interpreter, **please let us know** and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

#### **Rights and Respect for Property and Person:**

##### ***The patient has the right to:***

Exercise his or her rights without being subjected to discrimination or reprisal.

Voice a grievance regarding treatment or care that is, or fails to be, furnished.

Be fully informed about a treatment or procedure and the expected outcome before it is performed.

Confidentiality of personal medical information.

**Privacy and Safety:**

***The patient has the right to:***

Personal privacy.  
Receive care in a safe setting.  
Be free from all forms of abuse or harassment.

**Advance Directives:**

***You have the right to information regarding advance directives and this facility's policy on advance directives. Applicable state forms will be provided upon request.***

The surgery center is not an acute care facility; therefore, regardless of the contents of any advanced directive or instructions from a health care surrogate, if an adverse event occurs during treatment, patients will be stabilized and transferred to a hospital where the decision to continue or terminate emergency measures can be made by the physician and family. If they have been provided to the surgery center, a copy of the patient's advance directives will be sent to the acute care facility with the patient.

If the patient or patient's representative wants their advance directives to be honored, the patient will be offered care at another facility that will comply with those wishes.

**Complaints/Grievances:**

If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

The following are the names and or agencies you may contact:

Andrea Spoto RN, BSN  
Center Director Outpatient Surgery Center of Boca  
950 NW 13<sup>th</sup> Street  
Boca Raton, Florida 33486  
561-391-7642

You may contact the state to report a complaint:

Florida Department of Health  
Consumer Services Unit  
4052 Bald Cypress Way, Bin C-75  
Tallahassee, Florida 32399-3275  
Phone (850)245-4339 or TF 1-888-419-3456  
[http://www.doh.state.fl.us/mqa/enforcement/enforce\\_csu.html](http://www.doh.state.fl.us/mqa/enforcement/enforce_csu.html)

Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman at [www.medicare.gov/Ombudsman/resources.asp](http://www.medicare.gov/Ombudsman/resources.asp)

**Medicare:** [www.medicare.gov](http://www.medicare.gov) or call 1-800-MEDICARE (1-800-633-4227)

**Office of the Inspector General:** <http://oig.hhs.gov>

This facility is accredited by the Accreditation Association for Ambulatory Health Care (AAAHC). Complaints or grievances may also be filed through:

AAAHC  
5250 Old Orchard Road, Suite 200  
Skokie, IL 60077  
847-853-6060 or email: [info@aaahc.org](mailto:info@aaahc.org)

**Physician Financial Interest and Ownership:**

The center is owned, in part, by the physicians. The physician(s) who referred you to this center and who will be performing your procedure(s) may have a financial and ownership interest. Patients have the right to be treated at another health care facility of their choice. We are making this disclosure in accordance with federal regulations.

**The following physicians have a financial interest in the center:**

Howard Goldman MD, Mark Weiner MD, Douglas Kohl MD, Ernesto Segal MD, Richard Kalski MD, and Tatiana Lee Chee DO