

THE OCULAR SURGERY CENTER
1100 N. MAIN AVE
SAN ANTONIO, TX 78212
1-210-222-2154
1-800-683-0584

PATIENT RIGHTS AND RESPONSIBILITIES

The Ocular Surgery staff believes that mutual understanding between patients and their health care providers contributes to positive patient outcomes and enhances patient satisfaction. All patients have certain rights in the ambulatory surgery setting; accompanying all rights, however, are inherent responsibilities.

PATIENT RIGHTS

Patients receiving care in the ambulatory surgery setting have a right to the following:

Access to care

Patients have the right to access necessary surgical interventions that are available and medically indicated. Patients, family members, and/or designees are included in ethical discussions and decisions affecting the patient's care.

Respectful and considerate care

Patients have the right to be treated with respectful and dignified care provided in a clean and safe environment. Patients are treated without discrimination on the basis of race, color, religion, sex, national origin, disability, sexual orientation, free from all forms of abuse, or source of payment. The patient has the right to be free of restraint except when indicated to protect the patient or others from injury.

Information about treatment

Patients have the right to information about their illnesses, treatment options, and potential outcomes. Patients receive information necessary to provide informed consent for any planned procedure. Patients have the right to consent or decline to take part in research affecting their care. Communication aids (e.g. interpreters, pictures, sign language) are provided to patients who have language barriers.

Refusal of care

Patients have the right to refuse care to the extent provided by law and to be informed of the potential consequences of their refusal.

Privacy and confidentiality

Patients have the right to every consideration of personal privacy. Case discussion, consultation, examination and treatment are conducted so as to protect each patient's privacy. The Ocular Surgery Center complies with Federal HIPPA regulations and maintains privacy of your health information.

Financial Notification

Patients have the right to request information on the financial aspects of provided services.

PATIENT RESPONSIBILITIES

As recipients of health care services, patients are responsible for the following:

Communication

Patients are responsible for providing accurate and complete information regarding their health status, medical history, and current medications; and for reporting any change in their condition during the present course of treatment and recovery. Patients are responsible for participating in care decisions and for asking questions when they do not understand the information provided.

Respecting others

Patients have the responsibility to be considerate of others, including health care providers, and to respect their rights, privacy and property.

Participation

Patients are responsible for adhering to the plan of treatment by following instructions, keeping scheduled appointments and cooperating with care providers who assist in carrying out the plan. Patients are responsible for recognizing the effect of lifestyle choices on their personal health.

Financial obligations

Patients are responsible for providing complete and accurate third-party payer information, and for meeting any outstanding financial obligations related to the services received.

ADVANCE DIRECTIVE

The Ocular Surgery Center is not an acute care facility; therefore, regardless of the contents of any advanced directive or instructions from the healthcare surrogate or attorney, if an adverse event occurs during your treatment, we will initiate resuscitative or any other stabilizing measures and transfer you to an acute care setting for further evaluation. Your agreement with this policy does not revoke or invalidate any current health care directives for health care power of attorney.

PHYSICIAN INVESTMENT

Your Physician may have a financial interest or ownership in the Ocular Surgery Center.

PATIENT COMPLAINT AND GRIEVANCE

- **The Ocular Surgery Center** values all their patients. We are dedicated to ensuring their relationship with us is a positive one. If we can enhance that relationship in any way, please let us know.
- **Every patient has the right** to express complaints, about the care and services provided, to any staff member.
- **If the patient is not satisfied with the resolution**, the complaint is taken to the Administrator.
- **Patients or the patient’s representative** may file a written or verbal complaint / grievance with the Administrator at:

The Ocular Surgery Center
1100 N. Main Ave.
San Antonio, TX 78212
Jane Wilson, Administrator
210-222-2156
janew@braverman-terry.com

- **The Administrator** will be responsible for providing the patient with a written response within fourteen (14) days from the date of receipt of the complaint or grievance.

I have read my patient rights and responsibilities.

Patient/Representative Name **Printed**

Patient/Representative **Signature**

Date

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How to file a complaint – Health Facilities

Any person having knowledge that substandard care has been provided by The Ocular Surgery Center, regulated by the Texas Department of State Health Services may file a complaint. A complaint may be filed to the Texas Department of State Health Services and or directly to Medicare.

Texas Department of State Health Services:

Complaints may be mailed, faxed or delivered by phone via the complaint hotline.

Complaint hotline: (888) 973-0022

Form: Health Facility Complaint Form

Email: hfc.complaints@dshs.texas.gov

Fax: (512) 834-6653

Mailing Address:

Health Facility Compliance Group

Texas Department of State Health Services

PO Box 149347

Austin, TX 78714-9347

Medicare:

Medicare Ombudsman

Phone: 1-800-633-4227

Website: www.medicare.gov/ombudsman