

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

Tuscan Surgery Center at Las Colinas is dedicated to providing you with the best in healthcare, both in terms of ambulatory surgery center services and patient experience. We respect your rights as a patient.

This notification of patient rights and responsibilities is provided to comply with state and federal regulations and with the standards adopted by the facility Board of Managers.

PATIENT RIGHTS

Respect and Nondiscrimination

- You have a right to be treated with respect, courtesy and dignity. You have a right to appropriate personal privacy, to receive care in a safe setting. You have the right to impartial access to health care services, consistent with the benefits provided by your health plan, regardless of race, ethnicity, national origin, sex, age, sexual orientation, religion, handicap, genetic information, or source of payment. You have the right to be fully informed about a treatment or procedure and the expected outcome before it is performed.
- You have a right to a prompt and reasonable response to questions and requests. You have a right to be free from all forms of abuse or harassment. You have a right to know what patient support services are available, including whether an interpreter is available if you do not speak English. You have a right to exercise your patient rights without being subjected to discrimination or reprisal.

Confidentiality of Health Information

- You have the right to be provided with confidential communications. You have the right for your medical records to be treated with confidentiality, and except when authorized by law, the opportunity to approve or refuse their release. You have a right to review and be provided a copy of your own medical records, and to request amendments to your records. You have the right to receive a Notice of Privacy Practices.

The Right to Information Disclosure

- You have a right to be provided, to the degree known, appropriate information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis by your health care provider. You have a right to know who is providing medical services, to view their credentials and to know who is responsible you care. You have a right to disclosure of ownership of the facility in written form and in advance of the date of your procedure. You have a right to receive information regarding the facility policies regarding advance directives in advance of the date of the procedure. You have the right to receive information, upon request, regarding fees for services, payment policies, and an estimate of your expected costs for surgery center services. You have the right to know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such research. You have a right to receive verbal and written notification from the facility concerning patient rights and patient conduct and responsibilities in advance of the date of procedure in a language and manner that is understandable. You have a right to receive information from the facility concerning after hours and emergency care.

The Right to Choose Providers

- You have the right to your choice of health care providers to assure access to appropriate high-quality health care.

Access to Emergency Services

- You have the right, should the need arise, to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

Participation in Treatment Decisions

- You have the right to fully participate in and make informed decisions related to your health care. If you are unable to fully participate in health care decisions, you have the right to establish a patient representative designated by you. You have a right to appropriate assessment and management of pain. You have a right to refuse any treatment, except as otherwise provided by Texas law.

The Right to Speedy Complaint and Appeals Resolution

- You have the right to information about how to submit suggestions to the management of Tuscan Surgery Center at Las Colinas. You have a right to information about how to submit a complaint through the formal grievance procedures of Tuscan Surgery Center at Las Colinas.
 - You have the right to information about how to submit a complaint if you feel your patient rights have been violated, to Tuscan Surgery Center at Las Colinas, your physician, or the Texas Department of State Health Services, the licensing agency for the facility.
 - You have the right to information about how to submit a complaint to the Department of Health and Human Services.
 - You have the right to information about how to contact Medicare through the Medicare Ombudsman.

PATIENT RESPONSIBILITIES

- You have a responsibility to provide to the health care provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters related to your health.
- You have a responsibility to report unexpected changes in your condition to your health care provider. You have a responsibility to report to your health care provider whether you understand a contemplated course of action and understand what is expected of you. You have a responsibility for following the treatment plan recommended by your health care provider. You have a responsibility for keeping appointments and for notifying the health care provider if you are unable to do so for any reason. You are responsible for your actions if you refuse treatment or do not follow the health care provider's instructions. You are responsible for assuring that your financial obligations are fulfilled. You have a responsibility to be respectful of all the health care providers and staff, as well as other patients.

To report complaints or grievances, you may contact the following:

Tuscan Surgery Center at Las Colinas Administration: The facility has established a formal grievance procedure. If at any time you feel your patient rights have been violated, or if you have other concerns, please contact the facility administrator or your physician to initiate the process for prompt resolution of your concerns.

Traci Guy
Tuscan Surgery Center at Las Colinas
701 Tuscan Drive # 100 Irving,
Texas 75039
214-442-1900

State of Texas Facility Licensing Agency:

Complaints may be mailed, emailed, faxed, or you can call the complaint hotline.

Facility Licensing and Compliance Division Texas Department of State Health Services 1100 West
49th Street Austin, Texas 78756
Toll free Hotline: 1-888-973-0022
Fax: 512-834-6653
<http://hfc.complaints@dshs.state.tx.us>

Medicare:

Office of Medicare Ombudsman Hotline: 1-800-633-4227
Web site of the Office of the Medicare Beneficiary Ombudsman:
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/obudsman.html>

The Office of the Medicare Ombudsman's (OMO) is mandated by Congress to receive complaints, grievances, and requests for information from people with Medicare; provide help regarding complaints, grievances, and requests for information and submit an annual report of OMO activities to Congress and the Secretary of Health & Human Services (HHS) that includes the Ombudsman's recommendation for improvement in the administration of the Medicare Program.