



STATEMENT OF PATIENT RIGHTS AND RESPONSIBILITIES

Post Street Surgery Center has adopted the following written policies concerning rights and responsibilities of all patients:

Rights

1. Patients have the right to considerate and respectful care.
2. Patients have the right to actively participate in decisions regarding medical care and to refuse treatment to the extent permitted by law.
3. Patients have the right to privacy concerning their own medical care and to expect that all communications and records pertaining to their care will be treated as confidential. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Staff not directly involved in the patient's care should have the permission of the patient to be present.
4. Patients have the right to receive information necessary to give informed consent prior to any procedure or treatment.
5. Patients have the right to examine and receive an explanation of their bill regardless of source of payment. They also have the right to know fees for specific services.
6. Patients have the right to know what Post Street Surgery Center rules and regulations apply to their conduct as a patient and to know provisions for after-hours and emergency care.
7. Patients have the right to expect personnel who care for them to be friendly, considerate, respectful and qualified through education and experience as well as perform the services for which they are responsible with the highest quality of care.
8. Patient has the right to refuse treatment to the extent permitted by law and be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility.
9. Patient has the right to approve or refuse the release of medical records to any individual outside the facility except in the case of transfer to another health facility, or as required by law or third party payment contract.
10. Patient has the right to be informed of any human experimentation or other research/educational projects affecting his or her care or treatment and can refuse participation in such research projects without compromise to care.
11. Patient has the right to express grievances/complaints and suggestions at any time and be informed of procedure to do so when requested. Expect the facility to establish a process for prompt resolution of patient grievances.
12. Patient has the right to have access to and/or copies of his or her individual medical records.
13. Patient has the right to be informed of the facility's policy regarding advance directives/living wills. If an adverse event occurs during the treatment at this facility, resuscitative or stabilizing measures will be initiated before transferring the patient to another facility.
14. Patient has the right to be free from all forms of abuse or harassment.
15. Patient has the right to personal privacy.
16. Patient has the right to receive care in a safe setting.
17. Patient has the right to exercise their right without being subjected to discrimination or reprisal.
18. If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State Law to act on the patient's behalf.
19. If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.



Responsibilities

1. Patients have the responsibility to provide accurate and complete information regarding past and present health concerns.
2. Patients are responsible for promptly fulfilling the financial obligations of health care.
3. Patients are responsible for following the recommended treatment(s).
4. Patients are responsible for being considerate of other patients and personnel and for assisting in the control of noise and other distractions.
5. Patients are responsible to report whether he or she clearly understands the planned course of treatment and what is expected of him or her.
6. Patients are responsible for arranging for a responsible adult to take them home after surgery/procedure and remain with them at home for first 24 hours after surgery.
7. Patients are responsible for providing information about and/or a copy of any living will, power of attorney, or other advance directives.

Patient Grievances

The patient has the right to express complaints about the care and services provided and have Post Street Surgery Center investigate such complaints. Post Street Surgery Center will be responsible for providing the patient with a written response within 15 days of the results of the investigation, if requested by the patient. A complaint may be called directly to Eileen Kaplan, RN- Nursing Director or Leonard Gordon, MD- Medical Director at 415.923.3770 or you may mail your concerns to:

Leonard Gordon, MD

2299 Post Street Suite 108

San Francisco, CA 94115

The Office of Medicare Beneficiary Ombudsman

www.cms.hhs.gov/center/ombudsman

The California Department of Health Services

350 90th Street, 2nd Floor

Daly City, CA 94015

(650) 301-9971

Advance Directive Notification

In the state of California, all patients have the right to participate in their own health care decisions and make Advance Directives or to execute Power of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. Post Street Surgery Center respects and upholds those rights.

However, unlike in an acute care hospital setting, Post Street Surgery Center does not perform "high risk" procedures. Most procedures performed in this facility are considered to be of minimal risk. Of course, no surgery is without risk. You will discuss the specifics of your procedure with your physician who can answer your questions as to its risks, your expected recovery, and care after surgery.

Therefore, it is our policy, regardless of the contents of any Advance Directive or instructions from a health care surrogate or attorney-in-fact, that if an adverse event occurs during your treatment at this facility, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care Post of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care post of attorney.

If you wish to complete an Advance Directive, copies of the official state forms are available at our facility.

If you do not agree with this facility's policy, we will be pleased to assist you in rescheduling your procedure.

Post Street Surgery Center is accredited by the Accreditation Association for Ambulatory Health Care 3201 Old Glenview Road, Suite. 300 Wilmette, IL 80091 t) 847.853.6072