

NorCal Orthopedic Surgery Center Patient Rights and Responsibilities:

PATIENT RIGHTS:

NorCal Orthopedic Surgery Center, LLC and medical staff have adopted the following list of patient rights. This list shall include, but is not limited to, the patient's right to:

- Exercise these rights without regard to sex or cultural, economic, educational, or religious background, or the source of payment for your care.
- Receive considerate care that respects your value and belief system.
- Knowledge of the names of the professional staff and physician who have responsibility for coordinating your care and the names and professional relationship of other physicians who will see you.
- Receive information from your physician about your illness, your course of treatment, and your prospects for recovery in terms that you can understand.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or non-treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
- Participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to refuse treatment.
- Full consideration of all communications and records pertaining to your care and your stay at the Surgery Center. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. You have the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to you care and your stay at the Surgery Center. Your written permission shall be obtained before your medical records can be made available to anyone not directly concerned with your care.
- Reasonable responses to any reasonable requests you may make for service.
- Leave the Center even against the advice of your physicians.
- Reasonable continuity of care and to know in advance the time and location of the appointment as well as the physician providing the care.
- Be advised if the Center or personal physician proposed to engage in or perform human experimentation affecting your care or treatment. The patient has the right to refuse to participate in such research projects.
- Be informed by your physician or delegate of your physician of your continuing health care requirements following you discharge from the Center.
- Examine and receive an explanation of your bill regardless of source of payment.
- Communicate with people inside and outside of the hospital. If you do not speak English, you have the right to have access to an interpreter. If you have a hearing impairment, you should have access to a Telecommunication Device for the Deaf or an interpreter.
- Have all patient's rights explained to the person who has legal responsibility to make decisions regarding medical care on behalf of the patient.
- Express any grievances or suggestions verbally or in writing.
- Receive care in a safe setting by virtue of trained, professional healthcare workers and adherence to State, Local, and Federal safety standards.
- Knowledge that the following surgeon have financial interest in NorCal Orthopedic Surgery Center; Drs. Schwartz, Kou, Jensen, Wiseman, Bader, Clark, Calafi, Michlitsch, Chang, Moorthy, Preston, Lewis, Elrashidy, Hou, Shinaman, Stuffmann, Roth, Fulkerson, Schilling, Wong, Alwattar, Porter, Pitcher, Brooks and Busfield. I understand that this facility is an out of network facility and I may choose another outpatient facility for the purpose of having surgery performed. I have decided to have my surgery at the NorCal Orthopedic Surgery Center.
- Be free from all forms of abuse or harassment.
- Personal privacy by virtue of physical surrounding modification and respect of dignity by healthcare workers and business office employees.

PATIENT RESPONSIBILITIES:

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities shall be presented to the patient in the spirit of mutual trust and respect. The responsibilities of patient(s) at the Surgery Center include, but are not limited to:

- Good communication is essential to a successful physician-patient relationship. To the extent possible, patients have a responsibility to be truthful and to express their concerns clearly to their physician.
- Providing, to the best of your knowledge, an accurate and complete description of your present condition and past medical history, including past illnesses, medications, including over the counter products and dietary supplements, allergies and sensitivities, and hospitalizations.
- Informing provider about any living will, medical power of attorney and or other directive that could affect your care.
- Providing a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.
- Making an effort to understand your health care needs and asking your physician or other members of the health care team for information relating to your treatment.
- Reporting any changed in your condition to your physician and indicating whether you understand a suggested course of action.
- Informing those who treat you whether or not you think you can and want to permit or decline specific treatment.
- Following and taking responsibility for your well being if you do not follow the practitioner's instructions or refuse treatment.
- Following the Center's policies, which affect patient care and conduct.
- Abiding by local, state, and federal laws.
- Keeping appointments and cooperation with you physicians and others caring for you.
- Meeting your financial commitment to NorCal Orthopedic Surgery Center including personal financial responsibility for any charges not covered by insurance.
- Being respectful of all the health care providers and staff as well as other patients.
- Patients should also have an active interest in the effects of their conduct on others and refrain from behavior that unreasonably places the health of others at risk. Patients should inquire as to the means and the likelihood of infectious disease transmission and act upon that information which can best prevent further transmission.
- Indicating if you feel your privacy is being violated.
- Indicating if you feel your safety is being threatened.

If applicable, you must file grievance per outlined procedure:

The Administration of NorCal Orthopedic Surgery Center is committed to protecting patients' rights and providing quality care. If you have any complaints or concerns, please ask to speak to the manager. If you are not able to resolve your concerns, please direct any grievances to: the Administrator at 925-462-3020; the Department of Health at 800-554-0352, 850 Marina Bay Parkway, Building P 1st Floor, Richmond, CA 94804. For physician related issues contact State Medical Board at 800-633-2322.