

Patient's Rights and Notification of Physician Ownership

EVERY PATIENT HAS THE RIGHT TO BE TREATED AS AN INDIVIDUAL AND TO ACTIVELY PARTICIPATE IN AND MAKE INFORMED DECISIONS REGARDING 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 PRIOR TO THE PROCEDURE/SURGERY.

Patient's Rights:

Texas 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 medical treatment or accommodations without discrimination, regardless of age, race, color, sex or sexual orientation, national origin, religion, culture, handicap, personal values or belief systems, or source of payment.
- 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 personal privacy.
- A patient has the right to expect personnel who care for the patient to be friendly, considerate, respectful and qualified through education and experience to perform the services for which they are responsible with the highest quality of service.
- A patient has the right to expect continuity of care among the healthcare team, including communication within the center or upon discharge or transfer.
- A patient has the right to receive the appropriate treatment and care necessary to help regain or maintain his/her maximum state of health, including the assessment and management of pain.
- 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, including the criteria for credentialing of medical staff.
- A patient has the right to know which patient support services are available and should have rights provided and explained in a language and manner that can be understood, including to patients who do not speak English or have limited communication skills.
- 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, in understandable terms and language, information concerning diagnosis, planned course of treatment, alternatives, risks, side effects, and prognosis. If necessary, this information shall be provided to a person designated by the patient or to a legally authorized person.
- A patient has the right to change providers if other qualified providers are available.
- 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, as well as a reasonable estimate of charges for medical care.
- A patient who is eligible for Medicare has the right to know, upon request and in advance of

law, through the grievance procedure of the health care provider or health care facility, the appropriate state licensing agency, or the Office of the Medicare Beneficiary Ombudsman.

Grievances may be submitted orally or in writing. To report a grievance, contact the facility Administrator by phone at 254-751-9836 or by mail to 601 W Hwy 6, Ste 109, Waco, TX, 76710. The Administrator will investigate and return written receipt of such grievance within 14 days with an expected resolution date of no more than 60 days from notification of such grievance. Every effort will be made to resolve the grievance to the patient's satisfaction.

If the patient or their representative or surrogate is not satisfied with the resolution of a grievance or if they have issues regarding the quality of care provided, they may contact:

Texas Department of State Health Services
Complaint hotline: (800) 458-9858 Option 5
Email: hfc.complaints@hss.texas.gov
Fax: 833-709-5735

Mailing address:
Health and Human Services Commission
Complaint and Incident Intake
Mail Code E-249
P.O. Box 149030
Austin, TX 78714-9030

Medicare beneficiaries may file a complaint with the Medicare Beneficiary Ombudsman at the Medicare Ombudsman Website:

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

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 at:

The Accreditation Association for Ambulatory Health Care

5250 Old Orchard Road, Suite 200

Skokie, IL 60077

(847) 853-6060

Email: info@aaahc.org

- A patient has the right to be informed of relationships between the facility and other healthcare providers and/or institutions. **Fish Pond Surgery Center, LLC is a Limited Partnership comprised of the following owners:**

John Bagnasco, M.D.
Noelle Baker, M.D.
Kyle Ballew, D.P.M
Jerry Benham, M.D.
Jeff Chancellor, M.D.
Chad Conner, M.D.
Mitchell Eichhorn, M.D.
Jon Marc Goodnight, M.D.
Katherine Haynes, M.D.

David Hoffman, M.D.
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David Pinkstaff, M.D.
Jeffrey Sanders, M.D.
Donald Stewart, M.D.
Mark Story, M.D.
James Tandy, M.D.
William Turney, M.D.
United Surgical Partners
Inc
Providence Health Care
Network

**If a court of proper jurisdiction has granted guardianship of the patient to another party (adjudged incompetent) or if the party is designated by the patient, such party may exercise these rights to the extent allowed by State law and must abide by the responsibilities listed below.

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 you prefer to 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.

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, surgeries, medications, and other matters relating to his or her health including over-the-counter products, dietary supplements, and any allergies or sensitivities.

- The patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
- The patient is responsible for advising staff regarding pain management needs.
- 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. Seek clarification if understanding is not complete or if the patient has barriers to learning including language, visual, or auditory needs.
- The patient is responsible for following the treatment plan recommended by the health care provider and participate in their care.
- The 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.
- The patient is responsible for his or her actions should he or she refuse treatment or does not follow the health care provider's instructions.
- The patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible and for any charges not covered by insurance. The patient is responsible for providing accurate insurance information at the time of service.
- The patient is responsible for following health care facility rules and regulations affecting patient care and conduct. This is a non-smoking facility.
- The patient is responsible for being respectful of all healthcare professionals and staff, as well as other patients and visitors. Be considerate, behave respectfully, and assist in the control of noise and other distractions.
- The patient is responsible for valuables brought into the facility.
- The patient is to have a responsible adult to provide transportation home and to remain with them for 24 hours or as directed by the provider on discharge instructions.

References:

Texas Health & Safety Code, Chapter 166
Section 1557 (nondiscrimination law) of the Affordable Care Act
Department of Health and Human Services
HHS OCR
CMS SOM