

The Center for Advanced Spine and Joint Surgery

Patient Rights

Each person receiving service in an ambulatory care facility shall have the following rights:

- You may expect to be treated courteously, and you may ask questions and receive answers about your care.
- You should know what treatment and procedures your doctor is recommending. If you do not understand them, you should ask questions. You may refuse care or treatment to the extent permitted by law. However, if you refuse care or treatment or do not follow instructions, you are responsible for the result.
- You should be fully informed about a procedure or treatment and the expected outcomes before it is performed. (CMS)
- You may ask the names of the people caring for you and their role in your treatment.
- You may ask other doctors, including specialists, for their opinion on your care if you pay the cost involved. In most circumstances, you may look at or, for a fee, obtain copies of your medical record.
- You may expect privacy and safe surroundings while you are in the Medical Center.
- You may expect that communications and records about your care will be treated confidentially.
- You may talk privately with anyone you wish, but you do not have to talk to anyone who is not directly involved in your care.
- You may take part in religious or social activities unless your doctor thinks it would interfere with your care.
- You should not be unreasonably treated, either mentally or physically.
- You may raise questions if you are dissatisfied with any aspect of your care. If you don't understand English, you may ask for an interpreter. The facility will do its best to respond to your request.
- You should be informed when students or persons from outside the Medical Center are involved in your care, and you do not have to take part in any research or experimental project.
- You may expect that someone will explain why you are moving and any other choices available to you if you have to be transferred to another health care facility.
- You should be informed what to do to continue your care to help you recover after you leave the surgery center. If you do not understand what you are to do, ask your doctor.
- You may look at or receive a copy of your bill no matter who pays for your care, unless otherwise provided by law. You may ask about financial help available through the surgery center. You should be informed when you are no longer eligible for insurance or when payments of your bill by others will end.
- You should not be discriminated against in your care on the basis of your race, religion, color, national origin, sex, age, handicap, marital status, sexual preference or source of payment.
- You have the right to exercise your rights without being subject to discrimination or reprisal.(CMS)
- You may wear appropriate personal clothing and religious items, as long as they do not interfere with your care or your personal safety.
- You have the right to voice grievances regarding treatment that is (or fails to be) furnished. (CMS)
- Be free of all forms of abuse and harassment while receiving care at the Center

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Patient Responsibilities

Each person receiving service in an ambulatory care facility shall have the following responsibilities:

- You have the responsibility to provide to the best of your knowledge, accurate and complete health information.
- You are responsible to participate in your plan of care & provide an Advanced Directive if you have one.
- You are responsible for following the treatment plan recommended.
- You are responsible for making known whether or not you clearly understand the medical treatment plan.
- Bringing a responsible adult escort with them to transport him/her from the Center and remain with him/her for 24 hours, if required by his/her provider.
- Assuring that the financial obligations of your health care are fulfilled as expediently as possible.
- Your conduct will be respectful and non-disruptive of all health care providers and staff, as well as other patients and families.
- Promptly fulfilling his or her financial obligations to the facility.
- Payment to facility for copies of the medical records the patient may request.
- Respecting the property of others and the facility abiding by no smoking rules.
- Provided caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition.
- Being considerate of other patients and personnel and for assisting in the control of noise and other distractions.

Grievance Mechanism

The surgery center administrative staff is available to help with any concerns or suggestions you may have regarding your stay. Complaints will be investigated. A response will be provided in thirty (30) days, as stated in the facility grievance mechanism. Please contact:

Medical Director
Administrator
934-223-4500

If a grievance or complaint is not solved to the patient's or family's satisfaction, the grievance may be filed in writing with the Department of Health. Contact:

Facility Complaints:

**New York State Department of Health
Centralized Hospital Intake Program
Mailstop: CA/DCS
Empire State Plaza
Albany, NY 12237
1-800-804-5447**

Licensed Health Professional Complaints:

**New York State Department of Health
Office of Professional Medical Conduct
433 River Street, Suite 1000
Troy, New York 12180- 2299
1-800-663-6114**

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Any concerns regarding patient care may also be reported to the accrediting body. Contact:

Accreditation Association for Ambulatory Health Care

5250 Old Orchard Road, Suite 200

Skokie, IL 60077

Tel: 847.853.6060

Fax: 847.853.9028

Email: info@aaahc.org

You may also contact the Centers for Medicare and Medicaid (CMS). Contact: CMS Ombudsman

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

www.cms.hhs.gov/center/ombudsman

or 1800-633-2273

Office for Civil Rights: <https://www.hhs.gov/ocr>

Non-Discrimination

The Center for Advanced Spine and Joint Surgery complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Center for Advanced Spine and Joint Surgery does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Center for Advanced Joint and Spine Surgery:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
 - Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
- If you need these services, contact the Center's Administrator.

If you believe that the Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: the Administrator and Civil Rights Coordinator at the The Center for Advanced Spine and Joint Surgery, (934) 223-4500 ecalixte@spineandjointsc.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Administrator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F,

HHH Building, Washington, D.C. 20201

1-800-368-1019, 800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

The Center for Advanced Spine and Joint Surgery

The partners listed below make up the partnership of The Center for Advanced Spine and Joint Surgery. An interest in this facility enables them to have a voice in the Administration and Medical Policy of this health care institution. This involvement helps to ensure the finest quality surgical care for their patients.

The partners listed below take great pride in providing excellent patient care:

Dr. Thomas Dowling Jr.	Dr. David Weissberg
Dr. Laurence Mermelstein	Dr. Christopher Frendo
Dr. Hargovind Dewal	Dr. Zachariah George
Dr. Joseph Sanelli	Dr. Sushil Basra
Dr. Arjang Abbasi	
St Francis Hospital	Regent Surgical Health

The Center for Advanced Spine and Joint Surgery

Advanced Directives

As a free-standing surgery center, we are required to inform our patients of our Advance Directive policies. We are happy to speak with you over the phone to clarify our policy or answer any questions you may have. Our front office telephone number is: 934-223-4500

Definition:

An advance directive is a set of instructions that explain the specific health care measures a person wants if he or she should have a terminal illness or injury and become incapable of indicating whether to continue curative and life-sustaining treatment, or to remove life support systems. The person must develop the advance directive while he or she is able to clearly and definitively express him or herself verbally, in writing, or in sign language. It must express the person's own free will regarding their health care, not the will of anyone else. It does not affect routine care for cleanliness and comfort, which must be given whether or not there is an advance directive.

Our Policy:

- The existence of an advance directive, or lack thereof, will not determine the patient's access to care, treatment and services.
- Official New York state advance directive forms will be available to patients, if requested, in advance of the date of the procedure at The Center for Advanced Spine and Joint Surgery.
- Patients or patient representatives will be informed prior to the day of surgery of the facilities' policy on advance directives and the applicable State health and safety laws. Thus, allowing those involved to make an informed decision about whether to proceed at the surgery center or to seek care at another facility. Patients will always be encouraged to make informed decisions regarding their care.
- If the patient referral to the surgery center is made on the same day of surgery, the patient will be informed of our policies the day of the procedure.
- Documentation will be provided in the patient's medical record and prominently displayed in that record. At a minimum, it will include:
 - o That the patient has been informed of the policy and received facility information related to advance directives.
 - o Whether or not the patient has accepted the facility policy.
- The Center for Advanced Spine and Joint Surgery recognizes the importance of an Advance Directive. In the event of a medical emergency, appropriate care will be provided including attempts to stabilize and/or resuscitate the patient. Transfer arrangements will be made to a local hospital and The Center for Advanced Spine and Joint Surgery will forward the Advance Directive in the patient's medical record.