



Patient's Rights

Philosophy: Each patient shall have a right to:

- Courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs regardless of age, race, sex, national origin, religion, cultural, or physical handicap, personal value and beliefs.
- Every consideration of his privacy and individuality as it relates to his/her social, religious and psychological well-being.
- Confidentiality. Has the right to approve or refuse the release of medical information 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.
- Express grievances or complaints without fear of reprisals.
- Refuse specific medication or operative procedures.
- Continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
- Consult, at his/her expense, with outside consultants or legal counsel of his/her own choice.
- Safe and efficient treatment.
- Voice his/her personal feelings by oral or written means.
- Information concerning names, professions, and titles of the professionals providing and/or responsible for their care.
- Complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.
- Be informed of any research/experimental projects and to refuse participation without compromise to their usual care.
- Appropriate treatment and care to include the assessment/managements of pain.
- Understand facility charges. You have the right to an explanation of all facility charges related to your health care.

Information regarding patient's rights:

- At the time of admission, each patient, as well as his/her family or legal guardian, shall have the right to request a copy of these Patient's Rights.
- All efforts shall be made to ensure that patients at this center receive the best care to which they are entitled.
- Patients shall be advised concerning their diagnosis, treatment and prognosis when advisable. If inadvisable, a designated family member or legal representative shall be apprised of this information. The patient shall have the opportunity to take part in decisions involving his health care unless contraindicated.
- All records and treatment shall remain confidential.

- Patients shall be advised of all fees that may be incurred due to treatment and the provision for payment of those fees.

Patients Responsibilities:

- Patients shall be expected to conduct themselves in a quiet and orderly manner conducive to the atmosphere of our facility, and must be respectful of all other patients.
- Any assistants or children must adhere to these responsibilities.
- Each patient shall be advised of whom to contact in case of an emergency situation that may arise post-operatively after the center's regular operating hours.
- If a patient refuses treatment, a statement to that effect shall be placed in their clinical record.
- An unemancipated minor shall be accompanied by parent/guardian and shall have release for treatment signed by same.
- Patients are responsible to be honest and direct about matters that relate to them, including answering questions honestly and completely.
- Patients are responsible to provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advance directive, medication and other pertinent data.
- Agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference or handicap, or national origin.
- Patients are responsible for assuring that the financial obligations for health care rendered are paid in a timely manner.
- Patients are responsible to sign required consents and releases as needed.
- Patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or Surgery Center employees.
- Patients are responsible for the disposition of their valuables, as the Surgery Center does not assume the responsibility

Services Available:

- Patients have the right to all services available at the facility including, but not limited to:
 - Ophthalmology
 - Technical care
 - Professional nursing care
 - Anesthesia

Financial Disclosure:

This notice advises anyone of the financial interest between SurgEyeCare
&
Wesley K. Herman

Grievance Policy:

The center strives to provide high quality of care and achieve patient satisfaction. Patient grievances/ complaints provide a means to measure achievement of this goal and to identify a need for performance improvement. Grievance/Complaint: Grievance are defined as care that the ASC provided or allegedly failed to provide. Neglect-failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness (42 CFR 488.301). Abuse- the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish (42 CFR 488.301) Abuse- The willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish (42 CFR 488.301) All complaints received by the center personnel shall be forwarded to the Clinical Director or his/her designee immediately, at least the same day.

The clinical director will respond in writing to the grievance within 3 days of receiving it. For a full copy of the grievance procedure, please ask any center personnel.

To report a grievance:

Clinical Director: **Alacia Payne, RN**

Phone: (214)361-1443

TO REPORT A CONCERN:

Texas Department of Health:

1-888-973-0022

1100 W. 49th St. Austin, Texas 78756

Advanced Directives: We do not honor Advanced Directives.

If any emergency, we will call 911.

Disclosure of Ownership:

The Eyecare and surgery Center is Limited Liability

(LLC), Which is owned by:

Wesley Kent Herman, M.D.

Eyecare and Surgery Center

5421 La Sierra Dr.

Dallas, TX 75231

ASC Hours:

8:00-5:00 Mon.-Fri. 8:00-5:00PM