



PATIENT'S RIGHTS PAMPHLET

MISSION

To provide uncompromising and compassionate outpatient surgical services employing the highest standards and commitment to quality care.

GOALS AND OBJECTIVES

- To create a safe and convenient environment for patients, physicians, and staff.
- To ensure all patients receive the highest quality of care.
- To function at a high level of efficiency for both the patient and physician.
- To assure that all information regarding patients is kept private and confidential.
- To provide an atmosphere of compassion and understanding with minimal stress and anxiety.
- To ensure that the medical staff, clinical and non-clinical personnel display professional performance and conduct.

QUALITY PHILOSOPHY

In accordance with our mission statement, administration, management, and all employees are committed to providing quality care. This commitment will be nurtured in an environment supportive of excellence, non-threatening in nature, open to suggestion and conducive to positive change. Administration, management, and staff will take an active part in a planned, systematic organization wide approach to ensuring quality and improving performance and or processes.

NOTICE TO PATIENTS

PATIENT'S RIGHTS AND RESPONSIBILITIES

The UROLOGY SPECIALISTS ASC presents a *Patient's Bill of Rights and Responsibilities* with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, their physician, and the ASC. It is recognized that a personal relationship between the physician and the patient is essential for the provision of proper medical care. The traditional physician-patient relationship takes on a new dimension when care is rendered within an organizational structure. Legal precedent has established that the institution itself also has a responsibility to the patient. It is in recognition of these factors that these rights are affirmed. The patient will be informed of these rights and the grievance procedure in advance of the date of the procedure in a manner and language that the patient or the patient's representative understands. These rights may be exercised without discrimination or reprisal.

1. The patient has the right to considerate and respectful care.
2. The patient has the right to obtain from their physician complete current information concerning their diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person on their behalf. They have the right to know, by name, the physician and his/her credentials, who is responsible for coordinating their care.
3. The patient has the right to receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information.
4. The patient has the right to be involved in care planning and treatment, being informed of their health status and prognosis.
5. The patient has the right to request or refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action.
6. The patient has the right to every consideration of their privacy concerning their own care program. Case discussion, consultation,

examination, treatment and records management are confidential and should be conducted discreetly. Those not directly involved in their care must have the permission of the patient to be present. The ASC will comply with all federal and state privacy protection laws and regulations.

7. The patient has a right to receive care in a safe setting in an environment that is free of abuse or harassment.
8. If a patient is adjudged to be incompetent, under 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.
9. If a court has not determined a patient to be incompetent, any legal representative designated by the patient may exercise the patient's rights to the extent allowed by state law.
10. The patient has the right to change their physician if another qualified physician is available.
11. The patient has the right to expect that within its capacity the ASC must make a reasonable response to the request of a patient for services. The ASC must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically necessary, a patient may be transferred to another facility. The patient should receive a complete explanation of the need for transfer. The patient should be involved in the selection of the transfer facility.
12. The patient has the right to obtain information as to any relationship of the ASC to other health care and educational institutions insofar as their care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by names, which are treating them.
13. The patient has the right to expect reasonable continuity of care. They have the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the ASC will provide a mechanism whereby they are informed by their physician or a delegate of the physician regarding the patient's continuing health care requirements following discharge.
14. The patient has the right to examine and receive an explanation of his bill regardless of source of payment.
15. The patient has the right to know what ASC rules and regulations apply to his conduct as a patient.

16. It is the patient's responsibility to provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
17. It is the patient's responsibility to follow the instructions that are given by your healthcare providers and informing them if there will be any problems following these instructions.
18. It is the patient's responsibility to report any changes in health status to your physician (for example, if you experience signs or symptoms that are not expected or described in the discharge instructions given by your healthcare providers).
19. It is the patient's responsibility to assure that financial obligations for your healthcare are satisfied.
20. It is the patient's responsibility to provide a responsible adult to transport him/her home from the facility and remain with the patient for 24 hours, if required by the physician.
21. It is the patient's responsibility to be respectful of all health care providers and staff, as well as other patients and their families.
22. It is the patient's responsibility to inform the provider about any living will, medical power of attorney, or other directive that could affect his/her care.

BILLING

Our Financial Specialists will do everything they can to simplify the billing and insurance process for you. If you are scheduled for a procedure at Urology Specialists ASC:

- A claim will be filed to your insurance with a place of service outpatient. Your insurance may apply part or all of the charges to your deductible.
- You will receive two separate statements from us. One is from Urology Specialists (physician services) and the other is from Urology Specialists ASC (facility/outpatient billing).
- Our staff will facilitate pre-authorization with your insurance carrier if required. Complete and accurate insurance information is needed from you.

GRIEVANCE PROCEDURE

A patient or their representative has the right to file a grievance. These grievances may address care or treatment that is (or fails to be) furnished. A patient or their representative that would like to file a grievance can do so by forwarding a written or oral explanation of the grievance (including patient name, address, and date of service) provided to:

Tammy Laube, RN Director of Nursing US ASC 201 W 69 th Street Sioux Falls, SD 57108 605-336-0635	and/or	South Dakota Dept. of Health 615 E 4 th St. Pierre, SD 57501 605-773-3356
--	--------	---

You may also contact the office of the Medicare Beneficiary Ombudsman at www.cms.hhs.gov/center/ombudsman.asp

Upon receipt of patient's grievance at the ASC an investigation will be conducted and the patient will generally be sent a written response within 7 days. Your written response will contain how the grievance was addressed; the contact person at the ASC, the steps taken to investigate the grievance, the results of the grievance investigation and the date the grievance process was completed.

DISCLOSURE OF OWNERSHIP INTEREST IN UROLOGY SPECIALISTS ASC

As a prospective patient at Urology Specialists Ambulatory Surgical Center (ASC), it is important that you read and understand the following disclosure prior to scheduling any procedure at the Urology Specialists ASC. If you have any questions, please feel free to speak with your physician or member of the staff at Urology Specialists.

1. The Urology Specialists ASC is owned by Urology Specialists Clinic which is in turn owned by the physicians of Urology Specialists Clinic.
2. The Urology Specialists physicians and/or the physicians' immediate family members have 100% ownership interest in the Urology Specialists ASC.
3. You have the right to choose the provider of your health care services. Therefore, you have the option to use a health care facility other than the Urology Specialists ASC.

4. You will not be treated differently by your physician if you choose to use a different facility. If desired, your physician can provide information about alternative providers.

If you have any questions regarding the information contained in this disclosure, please feel free to ask your physician or a representative of Urology Specialists.

ADVANCE DIRECTIVES

Advance Directives are forms that outline specific care you would like if you are unable to make the decision yourself. Urology Specialists ASC does not honor advanced directives. However, you may be interested in additional information regarding advance directives. That information as well as state law and forms on this issue are provided at www.state.sd.us, www.sdsma.org, www.caringinfo.org, www.southdakotahospice.org, www.nhpco.org, www.agingwithdignity.org, or www.lifecirclesd.org.

HOURS

Hours of operation at Urology Specialists Ambulatory Surgical Center (ASC) are Monday through Friday, 8:30 a.m. to 4:30 p.m. If you have an emergency after hours, proceed to the nearest emergency room. Other questions and concerns may be addressed by calling during clinic hours at (605) 366-0635 or (800) 657-5880.

ANY QUESTIONS

When preparing for upcoming surgery, many questions arise, often after you leave your doctor's office. If you discover you have more questions about your procedure or your instructions, or you just need to clarify information, please do not hesitate to call us at Urology Specialists. We are here to make your outpatient surgery experience as stress-free as we can.

Notes: