

PATIENT RIGHTS & RESPONSIBILITIES

St. Louis Spine & Orthopedic Surgery Center - 1130 Town & Country Commons – Town and Country, MO 63017 – Ph: 636-256-0320

PATIENT RIGHTS

THE PATIENT HAS THE RIGHT TO:

- **Information.** Patients have the right to receive accurate, easily understood information to assist them in making informed decisions about their health plans, facilities and professionals.
- **Choose.** Patients have the right to a choice of health care providers that is sufficient to assure access to appropriate high-quality health care including giving women access to qualified specialists such as obstetrician-gynecologists and giving patients with serious medical conditions and chronic illnesses access to specialists.
- **Be a Full Partner in Health Care Decisions.** Patients have the right to fully participate in all decisions related to their health care. Consumers who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators. Additionally, provider contracts should not contain any so-called “gag clauses” that restrict health professionals’ ability to discuss and advise patients on medically necessary treatment options.
- **Care without Discrimination.** Patients have the right to considerate, respectful care from all members of the health care industry at all times and under all circumstances. Patients must not be discriminated against in the marketing or enrollment or in the provision of health care services, consistent with the benefits covered in their policy and/or as required by law, based on race, ethnicity, national origin, religion, sex, age, current or anticipated mental or physical disability, sexual orientation, genetic information, or source of payment.
- **Privacy.** Patients have the right to communicate with health care providers in confidence and to have the confidentiality of their individually-identifiable health care information protected. Patients also have the right to review and request a copy their own medical records which will be provided within 30 days, and request amendments to their records.
- **Speedy Complaint Resolution.** Patients have the right to a fair and efficient process for resolving differences with their health plans, health care providers, and the institutions that serve them, including a rigorous system of internal review and an independent system of external review without reprisal. Patients have the right to be free of all forms of abuse, mistreatment, neglect, or harassment.

- **Communications.** To receive services that are accessible to those individuals with communication barriers such as visual impairment, hearing impairment, communication disorders, inability to read or follow directions, and non-English speakers.
- **Credentials.** A patient has the right to request the credentials of all providers caring for them.
- **Research.** Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient’s usual care.
- **Take on New Responsibilities.** In a health care system that affords patients rights and protections, patients must also take greater responsibility for maintaining good health.

PATIENT RESPONSIBILITIES

- Be considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.
- Respecting the property of others and the facility.
- Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her.
- Keeping appointments and, when unable to do so for any reason, notifying the facility and physician.
- Providing care givers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient’s condition, advanced directive, or any other patient health matters.
- Observing prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeiting the right to care at the facility and is responsible for the outcome.
- Promptly fulfilling his or her financial obligations to the facility.
- Payment to facility for copies of the medical records the patient may request.
- Identifying any patient safety concerns.
- To provide a responsible adult to transport him/her home from the Facility and to remain with you for 24 hours if required by your provider.

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ADVANCE DIRECTIVE NOTIFICATION

In the state of Missouri all patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to make decisions or unable to communicate decisions. The St. Louis Spine & Orthopedic Surgery Center respects and upholds those rights.

However, unlike in an acute care hospital setting, The St. Louis Spine & Orthopedic Surgery Center does not routinely perform "high risk" procedures. Most procedures performed in this facility are considered to be of minimal risk. Of course, no surgery is without risk. You will discuss the specifics of your procedure with your physician who can answer your questions as to its risks, your expected recovery, and care after your surgery.

Therefore, it is our policy, that if an adverse event with deterioration occurs during your treatment at this facility, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care Power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care power of attorney.

If you wish to complete an Advance Directive, copies of the official State forms are available at our facility.

If you do not agree with this facility's policy, we will be pleased to assist you in rescheduling your procedure.

DISCLOSURE OF OWNERSHIP

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PATIENT COMPLAINT OR GRIEVANCE

To report a complaint or grievance you can contact the facility Administrator by phone at 636-256-0320 or by mail at:

St. Louis Spine & Orthopedic Surgery Center
Attn: Christine F. Slattery, Administrator/CEO
1130 Town & Country Commons
Town and Country, MO 63017

You may also contact AAAHC by mail at:

Accreditation Association for Ambulatory Health Care, INC.
5250 Old Orchard Road, Suite 200
Skokie, Illinois 60077

Complaints and grievances may also be filed through the **State of Missouri Office of Investigations** at:

State Department of Health
Office of Investigations
PO Box 570, Jefferson City, MO 65102
573-751-6400
HOT LINE 1-800-392-0210

All Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman. Visit the Ombudsman's webpage on the web at: www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html