EPIC | Surgery Center

Patient Rights and Advance Notice

EPIC Surgery Center, LLC · 16638 N. 90th Street, Suite 101, Scottsdale, AZ 85260 · 480-506-0484
Surgery center hours: Monday, Tuesday and Thursday, 7:00 am – 5:00 pm

PATIENT RIGHTS

As a patient, you have the right to:

- Have access to the patient rights and responsibilities established by this Center.
- Be treated with dignity, respect and consideration.
- Effective communication. The Center provides interpreting and translation services, and communicates with patients who have vision, speech, hearing or cognitive impairments in a manner that meets their needs.
- Have your cultural and personal values, beliefs and preferences respected.
- Personal privacy and security.
- Pain management.
- Access, request amendment to, and obtain information on disclosures of your health information, in accordance with law and regulation.
- Receive care in a safe setting.
- Receive information in a manner tailored to your age, language and ability to understand.
- Be free from all forms of abuse, harassment and neglect.
- Be fully informed about a treatment or procedure and its expected outcome before it is performed, and agree to your care.
- Be involved in all aspects of your care, including refusing care and treatment and resolving problems with care decisions.
- Make informed decisions regarding your care.
- Have access to spiritual care while at the Center, if desired.
- Voice grievances regarding treatment or care that is (or fails to be) furnished.
- Exercise your rights without being subject to discrimination, coercion, reprisal, or interruption of care that could adversely affect you.

The Center also:

- Treats patient disclosures and records confidentially, and gives patients the opportunity to approve or refuse their release, except when release is required by law.
- Provides patients, to the degree known, complete information about their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give this information to a patient, it is provided to a person designated by the patient or to a legally authorized person.
- Informs patients of their right to change providers if other qualified providers are available.
- Gives patients the opportunity to participate in decisions about their health care, treatment or services, except when participation is contraindicated for medical reasons.
- Involves the patient's family in care, treatment or services decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
- Provides the patient or surrogate decision-maker with the information about outcomes of care, treatment or services that the patient needs to take part in current and future health care decisions.
- Informs the patient or surrogate decision-maker about unanticipated outcomes of care, treatment or services.
- Ensures that its marketing and advertising about the competence and capabilities of the organization is not misleading.
- Informs patients about how to express suggestions, complaints and grievances, including those required by state and federal regulations.

Patient representatives

If a court of proper jurisdiction has adjudged a patient incompetent under applicable state law, the patient's rights are exercised by the person appointed under state law to act on the patient's behalf.

If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.

Information you will receive

You will be given information about:

- Patient rights, conduct and responsibilities
- Services available at the Center
- Provisions for after-hours and emergency care
- Fees for services and payment policies
- Your right to refuse to participate in experimental research
- Advance directives, as required by state and federal law and regulations
- The credentials of health care professionals
- The absence of malpractice insurance coverage, where applicable

A written notice of these rights is posted in the Center where patients, and their representatives, are likely to see it while waiting for treatment. It includes the address and telephone number of the state agency to which you may report complaints, and the website of the Office of the Medicare Beneficiary Ombudsman.

YOUR RIGHTS UNDER ARIZONA LAW

Arizona rules for outpatient surgical centers (A.A.C. R9-10-909) also require that you are treated with dignity, respect and consideration, and that you are not subjected to abuse; neglect; exploitation; coercion; manipulation; sexual abuse; sexual assault; seclusion; restraint; retaliation for submitting a complaint to the Arizona Department of Health Services or another entity; or misappropriation of personal and private property by the Center's medical staff, personnel, employees, volunteers or students.

You or your representative:

- Except in an emergency, may consent to or refuse treatment.
- May refuse or withdraw consent for treatment before treatment is initiated.
- Except in an emergency, will be informed of alternatives to a proposed surgical procedure or psychotropic medication, and of its associated risks and possible complications.
- Will be informed of the Center's policies and procedures on health care directives, and of the patient complaint process.
- Will be asked to consent before you are photographed, except for identification and administrative purposes at admission.
- Except as otherwise permitted by law, will be asked for written consent before information in your medical or financial records is released.

You also have the right:

- Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status or diagnosis.
- To receive treatment that supports and respects your individuality, choices, strengths and abilities.
- To receive privacy in treatment and care for personal needs.
- To review, upon written request, your own medical record according to A.R.S. §§ 12-2293, 12-2294 and 12-2294.01.
- To receive a referral to another health care institution if the Center is not authorized or not able to provide the physical health services you need.
- To participate, or have your representative participate, in the development of, or decisions concerning, your treatment.
- To participate or refuse to participate in research or experimental treatment.
- To receive assistance from a family member, your representative or another individual in understanding, protecting or exercising your rights.

PATIENT RESPONSIBILITIES

Before receiving care, patients are informed of their responsibilities. As a patient, you are asked to:

- Provide complete and accurate information, to the best of your ability, about your health, any medications (including over-the-counter products and dietary supplements) and any allergies or sensitivities.
- Follow the treatment plan prescribed by your provider.
- Provide a responsible adult to take you home from the Center and stay with you for 24 hours, if required by your provider.
- Tell your provider about any living will, medical power of attorney or other directive that could affect your care.
- Accept personal financial responsibility for any charges not covered by your insurance.
- Be respectful of all health care providers and staff, as well as other patients.

ADVANCE DIRECTIVES

Statement of limitation

Procedures at this Center are elective. Based on conscience, the Center does not implement advance directives, regardless of the contents of any advance directive or instructions from a health care surrogate or attorney. If an adverse event occurs at the Center, we will begin resuscitation or other stabilizing measures and transfer the patient to an acute care hospital for further evaluation. The receiving hospital will continue treatment, or withdraw treatment measures already begun, in accordance with the patient's wishes, advance directive or health care power of attorney.

Arizona law

Arizona law (A.R.S. Title 36, Chapter 32) allows adults to make a living will, a health care power of attorney, a mental health care power of attorney and a prehospital medical care directive (do not resuscitate). A health care provider that is unwilling, as a matter of conscience, to follow a directive must promptly make that known and transfer responsibility for the patient's care to a provider who is willing to act on it (A.R.S. § 36-3205).

Forms and registry

Official Arizona advance directive forms are available at no cost from the Arizona Attorney General (azag.gov/issues/elder-affairs/life-care-planning), and our staff will provide them on request. You may register your directives with the Arizona Healthcare Directives Registry (azhdr.org).

Whether or not you have an advance directive is documented in your medical record.

DISCLOSURE OF OWNERSHIP

EPIC Surgery Center, LLC is a limited liability company owned by the following physicians: Nassim Haddad, MD; Joshua Waggoner, MD; and Ashish Sadhu, MD.

GRIEVANCE POLICY

The Center strives to provide high-quality care and achieve patient satisfaction. Patient grievances and complaints help us measure how well we meet this goal and identify where we need to improve.

Grievance or complaint: a concern about care that the Center provided, or allegedly failed to provide.

Neglect: the failure of the facility, its employees or service providers to provide goods and services necessary to avoid physical harm, pain, mental anguish or emotional distress (adapted from 42 CFR 488.301).

Abuse: the willful infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish. Abuse includes verbal, sexual, physical and mental abuse, including abuse facilitated or enabled through technology, and the deprivation of goods or services necessary to attain or maintain physical, mental and psychosocial well-being (adapted from 42 CFR 488.301).

All complaints received by Center personnel are forwarded to the Clinical Director or designee immediately, and no later than the same day. The Clinical Director will respond to the grievance within 48 hours of receiving it. The Center investigates every grievance and gives you, your representative or your surrogate written notice of its decision, including the name of a Center contact person, the steps taken to investigate the grievance, the result, and the date the grievance process was completed.

For a full copy of the grievance procedure, please ask any Center personnel.

ADVANCE NOTICE OF RIGHTS

Before your procedure, you (or your representative or surrogate) will be informed, verbally and in writing, of the Center's policies on patient rights, patient responsibilities, grievances, advance directives and disclosure of ownership, in a language and manner that you understand. The Center gives this brochure to each patient being admitted, and the nurse making the pre-operative call reviews this information with you.

TO REPORT A CONCERN

EPIC Surgery Center
Clinical Director: Brittany Teifer, RN
Phone: 480-506-0484

Arizona Department of Health Services
Medical Facilities Licensing
150 N. 18th Avenue, Phoenix, AZ 85007
Phone: 602-542-1025
Online: azdhs.gov/licensing/medical-facilities

Arizona Medical Board
1740 W. Adams Street, Suite 4000, Phoenix, AZ 85007
Phone: 480-551-2700 or toll-free 877-255-2212
Online: azmd.gov

Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard, Oakbrook Terrace, IL 60181
Phone: 1-800-994-6610
Online: jointcommission.org/en-us/contact-us/report-a-patient-safety-event
Joint Commission does not accept complaints by fax or email.

Office of the Medicare Beneficiary Ombudsman
Online: cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home
Call 1-800-MEDICARE (1-800-633-4227) for information, to ask questions, or to submit a complaint; a representative can refer your complaint to the Ombudsman.
TTY: 1-877-486-2048