

Geneva Woods Surgical Center

The Center has adopted the following policies in regard to Patient's Rights and Responsibilities:

Patient Bill of Rights

You Have the Right to:

- Receive care in a respectful and courteous manner. Not to be discriminated against and to receive care in a safe setting free from all forms of abuse or harassment.
- Receive personal privacy concerning your medical care. To be assured confidential treatment of disclosure of records and afforded the opportunity to approve or refuse the release of such information, except as otherwise permitted by law of third Party Payment contract and when law requires release.
- Know the names and functions of the employees and the medical staff members who treat you.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Voice grievances regarding treatment or care that is, or fails to be, furnished.
- Have the opportunity to participate in decisions involving your health care.
- Request a second opinion.
- Expect reasonable response to any reasonable requests you may make for service.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of your action.
- Patients will receive a level of care that incorporates an appropriate assessment and management of pain.
- Patient's pain is assessed and appropriately managed during all phases of care.
- To be free from physical or chemical restraints except as specified in AS 47.30.825 or 7AAC 12.258.
- Patients with specific significant problems will be evaluated for appropriate testing if deemed necessary, test will be ordered.
- Except communication in the language which you understand.
- Expect treatment without regard to race, color, creed, religion, sex, national origin, or source of payment, except for fiscal capacity thereof.
- Know services available, such as provisions for after hours or emergency care, educational material available, and policies concerning payment of fees.
- Examine and receive an explanation of your bill, regardless of the source of payment.
- Expect reasonable continuity of care and how to know in advance the time and location of appointments.
- Know that this center is privately owned and managed by a group of physicians who have been credentialed to work here.
- Know that Geneva Woods Surgical Center recognizes the Health Care agent of the patient should circumstances require, but it is also the policy of Geneva Woods Surgery Center to respond to any emergency or cardiac arrest in such a manner to save the life of the patient. Geneva Woods Surgery Center will always attempt to resuscitate a patient and transfer the patient to a hospital in the event of deterioration. However, you may notify staff regarding any advance directives you have in place. You may bring a copy of your advance directives with you. That information will be passed with your medical chart in the event that you must be transferred to another facility. If you do not have advance directive the State law and forms on this issue are provided at the State of Alaska website under "Advance Directives": www.dhss.alaska.gov/dph/director/Pages/LivingWill.aspx
- Leave the Center even against the advice of your physician (AMA discharge form available).
- Have your rights apply to the person appointed under State law to act on your behalf to make medical care decisions for you.
- Know what responsibilities you have as a patient.

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Patient Responsibilities

- To provide, to the best of your knowledge, accurate and complete information about present complaints, past illness, hospitalizations, medications, and other matters relating to your health.
- To participate in health care decisions and for following the treatment plan outlined by the practitioner responsible for your care. This includes following instructions of the physicians, nurses and other health care personnel carrying out the plan of care and enforcing the Center's rules and regulations.
- For assuring that the financial obligations of your health care are fulfilled as promptly as possible, and in the case of financial difficulty, making all reasonable efforts to meet any agreed upon financial payment plan.
- For your actions, if you refuse treatment or are non-compliant in following a plan of treatment recommended by your physician.
- For being considerate of the rights of other patients and Center personnel, assisting in the control of noise and observation of the Center's "No Smoking" policy.
- For being respectful of the property of other persons and of the Center.
- To make known to your physician, attending nurse, or other health care personnel, if you feel your privacy and/or safety is being violated or to make known any concerns or complaints you may have.
- To make sure you understand all information regarding the implications of your symptoms, your surgery or procedure (if applicable) and any risks related to having or declining such surgery or procedure, the expected outcomes of the plan of care outlined by this physician, and responsibilities in regards to that plan of care.
- To know these rules and regulations affecting your care and conduct at the Center, and for following these rules and regulations while at the Center.

Disclosure of Physician Ownership Interest in Geneva Woods Surgical Center

Please be advised that Creed K. Mamikunian; Donald R. Endres; Jack D. Sedwick; Todd D. Parrish; Carl E. Rosen; Scott A. Limstrom; David S. Zumbro; Matthew G. Guess; and Chad A. Bouchard own an interest in the Center.

You are entitled to obtain the services for which you have been referred to Geneva Woods Surgical Center at the location of your choice.

Patient Grievance Protocol

Geneva Woods Surgery Center is committed to quality care and would like to be informed of any concerns related to your care or safety. You may discuss, or place in writing, your concerns with your physician, employee of The Center or the

State of Alaska Health Facilities Licensing and Certification office at: <http://dhss.alaska.gov/dhcs/Pages/hflc/contact.aspx>; State Ombudsman at: <https://ombud.alaska.gov/contacts.php>; or the Office for Civil Rights