

Reagan Street

SURGERY CENTER

10904 Reagan St.
Los Alamitos, California 90720
562.596.3140

The patient is entitled to certain rights and is required to comply with certain responsibilities to fulfill health care needs.

Purpose:

To contribute to more effective patient care and greater satisfaction for the patient, his family, the physician and the center caring for them. Patients shall have the following rights without regard to age, race, sex, national origin, religion, cultural, or physical handicap, personal value and benefits.

Rights Of The Patient:

- Every Patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs.
- Every Patient has the right to every consideration of his privacy and individuality as it relates to his social, religious and psychological well being.
- Every Patient has the right to confidentiality, 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.
- Every Patient has the right to express grievances or complaints without fear of reprisals.
- Every Patient has the right to 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.
- Every Patient is provided complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
- Every Patient has the right to make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment. If the patient is unable to participate, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.
- 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.
- Every Patient has the right to appropriate treatment and care to include the assessment/management of pain.

Responsibilities Of The Patient:

- 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 keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify the Surgery Center as soon as possible.
- Patients are responsible for the disposition of their valuables, as the Surgery Center does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of the Surgery Center.
- Patients are to observe safety and no smoking regulations.

We strive to reach your expectations at Reagan Street Surgery Center. If however, you feel that they have not been met, please call 562-596-3140 and ask to speak with our Administrator, Maureen McHatton.

This center is accredited by the Accreditation Association for Ambulatory Health Care, Inc. Any complaints regarding service provided by the Center can be directed to AAAHC at: 5250 Old Orchard School Road, Suite 200, Skokie, Illinois 60077. By phone at; 847-853-6060 or by fax at 847-853-9028.

or

If you are a Medicare patient and wish to file a complaint, you may do so by contacting the website for the Office of the Medicare Beneficiary Ombudsman at www.dhss.mo.gov/ombudsman.

Advance Directive Notification

You have the right to present an advance directive or receive information about advance directives. In the event of an emergency we will initiate life saving measures and transfer you to an acute care facility. Our contracted transfer facility will honor your advance directive.

If you wish to complete an Advance Directive, copies are available at the Center upon request.

Disclosure of Ownership

Your physician may have a financial interest in this facility. You have the right to choose the provider of your healthcare. For a current list of Physician-Owners, please contact the Center Administrator.