

PATIENT RESPONSIBILITIES

The Responsibilities of patient(s) at the Surgery Center include, but are not limited to:

- Good communication is essential to a successful physician-patient relationship. To the extent possible, patients have a responsibility to be truthful and to express their concerns clearly to their physicians.
- Providing, to the best of your knowledge, an accurate and complete description of your present condition and past medical history, including past illnesses, medications including over the counter products and dietary supplements, allergies and sensitivities and hospitalizations.
- Informing provider about any living will, medical power of attorney and or other directive that could affect your care.
- Providing a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.
- Making an effort to understand your health care needs and asking your physician or other members of the health care team for information relating to your treatment.
- Reporting any changes in your condition to your physician and indicating whether you understand a suggested course of action.
- Informing those who treat you whether or not you think you can and want to permit or decline specific treatment.
- Following and taking responsibility for your well being if you do not follow the practitioner's instructions or refuse treatment.
- Following the Center's policies, which affect patient care and conduct.
- Abiding by local, state, and federal laws.
- Keeping appointments and cooperating with your physicians and others caring for you.
- Meeting your financial commitment to Pacific Heights Surgery Center including personal financial responsibility for any charges not covered by insurance.
- Being respectful of all the health care providers and staff as well as other patients.
- Patients should also have an active interest in the effects of their conduct on others and refrain from behavior that unreasonably places the health of others at risk. Patients should inquire as to the means and likelihood of infectious disease transmission and act upon that information which can best prevent further transmission.
- Indicating if you feel your privacy is being violated.
- Indicating if you feel your safety is being threatened.

If applicable, you must file grievance per outlined procedure:

The Administration of Pacific Heights Surgery Center is committed to protecting patients' rights and providing quality care. If you have any complaints or concerns, please ask to speak to the manager. If you are not able to resolve your concerns, please direct any grievances to: the Director of Nursing at 415-567-1171; the Department of Health at 800-554-0353, 350 90th Street, 2nd Floor, Daly City, CA 94015; or the office of the Medicare Beneficiary Ombudsman at 1-800-633-4227 or use www.medicare.gov/ombudsman/resources.asp.