



**6630 S. McCarran Blvd., C25  
Reno, NV 89509  
Phone: 775-827-7555  
Fax: 775-827-7577**

Dear Patient;

In compliance with Federal Medicare Regulations, we are providing the following information regarding your rights as a patient at our surgery center. In addition to the information in this notice, we have enclosed our *Patient Rights and Responsibilities* form to increase your awareness of this important subject.

**Advanced Directives** are written health care directives specifying your wishes regarding your medical care in the event you become incapacitated and are unable to make your own decisions. Your visit to an ambulatory surgery center is determined to be appropriate based on your health conditions and anticipated positive surgical outcome. Although we do not expect an event requiring life-saving measures while you are at the surgery center, we do need to inform you that the surgery center personnel do not recognize advanced directives as they pertain to cardio-pulmonary resuscitation, and we will use all measures possible to sustain life. If you have advance directives, bring a copy to the surgery center to place in your file for use at a hospital in the event of a transfer. Our pre-admitting nurse will discuss this issue with you during your pre-admission interview. You may view applicable state health and safety laws pertaining to advanced directives at <http://dhcfp.state.nv.us/advancedirectives.htm>. We will supply a copy of an advance directive form at your request.

**Physician Ownership** in surgery centers has become common in the United States. The desire for participating in ownership has both clinical and financial basis, with an emphasis on providing to you the high quality of care typical of a physician-owned surgery center. Of the 180 physicians on staff at our surgery center, approximately 20% maintain a percentage of ownership. Listed below are the physicians who are currently owners at Quail Surgical & Pain Management Center:

Stephen Berman, MD	Robert Berry, MD	Forrest Burke, MD
Dallin DeMordaunt, MD	Thomas Fyda, MD	Richard Hayes, MD
Stacey Hudson, MD	Donald Huene, MD	Elizabeth Hutson, MD
Brian Juell, MD	Craig Karrasch, DPM	Peter Kasprzak, MD
Travis Kieckbusch, MD	Joseph Kiener, MD	Phelps Kip, MD
Kevin Lasko, MD	Terry McCaskill, MD	Kenneth Pitman, MD
James Rappaport, MD	Kent Sasse, MD	Andrea Tatro, MD
Christopher Twombly, MD	Jeffrey Webster, MD	

**Patient Satisfaction** surveys are distributed at each patient visit. Please return the survey as we appreciate your feedback regarding your care at our facility. You may also use this survey to make suggestions for improvement or to state a grievance which has not been resolved upon discharge from the surgery center.

## **Your Rights and Responsibilities**

At Quail Surgical & Pain Management Center, we believe health care is a cooperative effort between you, your physicians, and the Surgical Center staff. As a patient, you have many rights as well as responsibilities for your care. We have prepared this information to help you understand these rights and responsibilities. If you have questions about your care or your rights, please ask your surgeon, your anesthesiologist, or any Surgical Center staff member.

### **Patient Rights**

As a patient, you have the right to:

- Be treated with respect, consideration, and dignity.
- Exercise his/her rights without being subject to discrimination or reprisal.
- Voice grievances regarding treatment or care this is, or fails to be, furnished.
- Be free from all forms of abuse or harassment.
- Receive care in a safe and secure setting.
- Have their rights exercised by a legal representative or a court appointed guardian.
- Respectful care given by competent personnel with consideration of their privacy concerning their medical care.
- Be given the name of their attending physician, the names of all other physicians directly assisting in their care, and the names and functions of other health care persons having direct contact with the patient.
- Have records pertaining to their medical care treated as confidential.
- Know what surgery center rules and regulations apply to their conduct as a patient.
- Expect emergency procedures to be implemented without necessary delay.
- Absence of clinically unnecessary diagnostic or therapeutic procedures.
- Expedient and professional transfer to another facility when medically necessary and to have the responsible person and the facility that the patient is transferred to notified prior to transfer.
- Treatment that is consistent with clinical impression or working diagnosis.
- Good quality care and high professional standards that are continually maintained and reviewed.
- Be fully informed about their treatment or procedure and the expected outcome before it is performed.
- An increased likelihood of desired health outcomes.
- Full information in layman's terms concerning appropriate and timely diagnosis, evaluation, treatment, and prognosis; if it is not medically advisable to provide this information to the patient, the information shall be given to the responsible person on his/her behalf.
- Receive a second opinion concerning the proposed surgical procedure, if requested.
- Accessible and available health services; information on after-hour and emergency care.
- Give an informed consent to the physician prior to the start of a procedure.
- Be advised of participation in a medical care research program or donor program; the patient shall give consent prior to participation in such a program; a patient may also refuse to continue in a program that the patient has previously given informed consent to participate in.
- Receive appropriate and timely follow-up information of abnormal findings and tests.
- Receive appropriate and timely referrals and consultation.
- Receive information regarding "continuity of care".
- Refuse drugs or procedures and have a physician explain the medical consequences of the drugs or procedures.
- Appropriate specialty consultative services made available by prior arrangement.

- Medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
- Have access to an interpreter whenever possible.
- Be provided with, upon written requests, access to all information contained in their medical record.
- Accurate information regarding the competence and capabilities of the organization.
- Receive information regarding methods of expressing suggestions or grievances to the organization.
- Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- Health services provided are consistent with current professional knowledge.

### **Patient Responsibilities**

You have the responsibility to:

- Provide complete and accurate medical information to the best of your ability about your health, including any medications, over-the-counter products, dietary supplements and any allergies or sensitivities.
- Provide full cooperation with regards to instructions given by your surgeon, anesthesiologist, and healthcare provider and follow any treatment plan prescribed.
- Provide the surgery center with all information regarding third-party insurance coverage and accept personal financial responsibility for any co-pays or deductibles not covered by your insurance.
- Inform surgery center medical personnel if your instructions are not understandable or cannot be followed.
- Be considerate and respect the rights of others (patients, physicians, staff, and other patients) while at Quail Surgical & Pain Management Center.
- Provide a responsible adult to transport you from the facility and remain with you for 24 hours.
- Inform us about any living will, medical power of attorney, or other directive that could affect your care.

We strive to meet the needs of all of our patients. If during your stay you feel your needs are not being met, please let any staff member at the surgery center know you would like to talk to either the Administrator or Director of Nursing. If after you leave the surgery center, you would like to discuss a concern or grievance related to your care, please call the surgery center at 775-827-7555 and ask to talk to either the Administrator or Director of Nursing.

In addition, you may also express concerns about the care you received at the surgery center to the following state and federal agencies:

#### **State Agency**

Nevada Dept. of Health and Human Services  
 Division of Public and Behavioral Health  
 Bureau of Health Care Quality and Compliance  
 727 Fairview Dr, Suite E  
 Carson City, NV 89701  
 Phone: 775-684-1030  
 Fax: 775-684-1073  
 Email: [BLCweb@health.nv.gov](mailto:BLCweb@health.nv.gov)

#### **Federal Agency**

Office of Medicare Beneficiary Ombudsman  
<https://www.medicare.gov/claims-and-appeals/file-a-complaint/complaint.html>

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