



## PATIENT RIGHTS

Eye Surgery Center at the Biltmore respects the rights of each patient and recognizes that each patient is an individual with unique health care needs. Patients at our facility have the right:

To information, prior to the time of admission, regarding Eye Surgery Center at the Biltmore's patient rights policy;

To be provided with reasonable responses to your requests and needs for treatment or service, within the capacity and mission of Eye Surgery Center at the Biltmore and within applicable laws and regulations;

To be treated with consideration, respect, and full recognition of the patient's dignity and individuality, including privacy in treatment and personal care needs;

To know the names and roles of people treating you, as well as how health care professionals are credentialed;

To be free from chemical, physical and psychological abuse or neglect;

To, in collaboration with your physician, participate in decisions involving your health care, except when such participation is contraindicated for medical reasons;

To consent or decline to take part in research affecting your health care;

To be provided complete information concerning your evaluation, diagnosis, treatment, proposed surgical procedure(s), risks involved and prognosis – if medically inadvisable to give information to you, the information is provided to your designated surrogate or legally authorized person;

To accept medical care or to refuse or withdraw consent for treatment or give conditional consent of treatment;

To change physicians;

To be informed that your surgeon may have a financial interest in Eye Surgery Center at the Biltmore;

To formulate advance directives and appoint a surrogate to make health care decisions on your behalf to the extent permitted by law, and to be informed of the State's and Eye Surgery Center at the Biltmore's policies on the advanced directives;

To participate in the consideration of ethical issues that arise during your care;

To personal privacy and confidentiality of information, to have medical and financial records kept in confidence and the release of such records shall be by written consent of the patient or the patient's representative within the limits of the law;

To be informed of provisions for after-hours and emergency care;

To be informed of the services available at Eye Surgery Center at the Biltmore and the costs of services prior to

obtaining services or prior to a change in rates, charges, or services and to notice of third party coverage, including Medicare and Arizona Health Care Cost Containment System coverage and to payment policies;

To exercise his or her rights without being subjected to discrimination or reprisal;

To be informed of Eye Surgery Center at the Biltmore's patient grievance process;

To voice grievances regarding treatment or care that is (or fails to be) furnished;

If you have a concern or complaint regarding the quality of your care please call 602.279.2434 or write to :Administration at 2222 E. Highland Avenue, Suite 101, Phoenix, AZ 85016; If your complaints are not addressed to your satisfaction you may also contact: The Arizona Department of Health Services, Office of Medical Facility Licensing, Program Manager, 150 N. 18th Avenue, Phoenix, AZ 85007 or by telephone at 602.364.3030. Website: <http://app.azdhs.gov/ls/onlinecomplaint/MEDComplaint.aspx>. Or the Office of the Medicare Beneficiary Ombudsman Website: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

## PATIENT RESPONSIBILITIES

Eye Surgery Center at the Biltmore recognizes the responsibilities of each individual who is a patient. While a at our facility, patients, along with their families and friends have the following responsibilities:

To provide, to the best of your knowledge, accurate and complete information;

To provide us with a complete list of medications including over-the-counter medications with dosage and frequency of each;

To report changes in your condition, and whether you clearly comprehend a contemplated course of action and what is expected of you;

To participate with your physician in your treatment plan and follow your treatment plan; to be responsible for your own actions if you refuse treatment or do not follow instructions;

To assure that the financial obligations of your health care are fulfilled as promptly as possible;

To follow Eye Surgery Center at the Biltmore rules and regulations affecting patient care and conduct; and

To be considerate of the right of other patients and of Eye Surgery Center at the Biltmore.

## EQUAL ACCESS POLICY

Eye Surgery Center at the Biltmore intends to assure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids and services.