



760 Office Parkway • Creve Coeur, MO • 63141 • (314) 328-7648 • Fax (314) 786-1491

PATIENT'S RIGHTS AND RESPONSIBILITIES

RIGHTS OF THE PATIENT:

- Every patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs regardless of age, race, sex, national origin, religion, cultural, or physical handicap, personal value and beliefs.
- 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. Has the right 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. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.
- 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.
- 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/managements of pain.
- Every patient has the right to understand facility charges. You have the right to an explanation of all facility charges related to your health care.
- Every patient has the right to all resuscitative measures; therefore we will attempt to resuscitate a patient and transfer that patient to a hospital in the event of deterioration.
- If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
- If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State laws may exercise the patient's rights to the extent allowed by State law.
- Patients have the right to understand the credentials or qualifications of all providers caring for them.
- Patients have the right to change providers, if another provider is available.

RESPONSIBILITIES OF THE PATIENTS:

- 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.
- In efforts to protect the patient's privacy and others at the Facility, Orthopedic Surgery Center does not allow photos of any kind to be taken.
- Patients are responsible, in advance, to arrange for a responsible adult to drive you home and stay with you for 24 hours after surgery. You cannot drive yourself or be left alone.

ADVANCE DIRECTIVES:

- In the state of Missouri, each person has the primary right to request or refuse medical treatment subject to the state's interest in protecting innocent third parties and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf.
- Orthopedic Surgery Center will attempt to resuscitate you and transfer you to a hospital in the event of deterioration.
- Orthopedic Surgery Center provides full resuscitative services for all patients requiring emergency life saving/support measures. All patients are asked if they have an advance directive, which is placed in their medical record. All patients are also informed that resuscitative efforts and transfer will occur in the event of deterioration at Orthopedic Surgery Center.
- If an adverse event occurs during your treatment at Orthopedic Surgery Center, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care Power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care power of attorney.
- If you wish to complete an Advance Directive, copies of official state forms are available at Orthopedic Surgery Center.



**ORTHOPEDIC
SURGERY CENTER
OF CREVE COEUR**

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TO REPORT A PATIENT COMPLAINT OR GRIEVANCE PLEASE CONTACT ANY OF THE FOLLOWING:

1. The facility Administrator by phone at 314.328.7648 or by mail at the address listed at the top of this page.
2. State of Missouri Department of Health and Senior Services, PO Box 570, Jefferson City, MO 65109; phone at 573-751-1588 or email at info@dhss.mo.gov.
3. Accreditation Association for Ambulatory Health Care, Inc. 5250 Old Orchard Road, Ste 200, Skokie, IL 60077.
All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman online at: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html> Telephone: 1-800-633-4227

The Administrator will investigate within (7) seven days after the receipt of such grievance and make every effort to resolve the grievance to the patient's satisfaction.

PHYSICIAN OWNERSHIP DISCLOSURE: The following is a list of physician-investors at this facility:

<u>Physician</u>	<u>Address</u>	<u>NPI Numbers</u>
Dr. Mahesh Bagwe	14825 N. Outer Forty Rd, Chesterfield, MO	1437109550
Dr. Helen Blake	14825 N. Outer Forty Rd, Chesterfield, MO	1245438597
Dr. Kaylea Boutwell	17000 Baxter Rd, Chesterfield, MO	1144425083
Dr. David Brown	14825 N. Outer Forty Rd, Chesterfield, MO	1386954113
Dr. Matt Collard	2325 Dougherty Ferry Rd, St. Louis, MO	1346276383
Dr. Matt Gornet	14825 N. Outer Forty Rd, Chesterfield, MO	1962406207
Dr. Lyndon Gross	14825 N. Outer Forty Rd, Chesterfield, MO	1215902648
Dr. Robert Hagan	12885 N. Outer Forty Rd, Chesterfield, MO	1558303511
Dr. Richard Howard	2325 Dougherty Ferry Rd, St. Louis, MO	1558332106
Dr. Shawn Kutnik	1000 Des Peres Rd, #210, St. Louis, MO	1700032851
Dr. Christopher Lenarz	17300 N. Outer Forty Rd, Chesterfield, MO	1982808739
Dr. Nathan Mall	333 S. Kirkwood Rd, St. Louis, MO	1760509095
Dr. Mark Miller	14825 N. Outer Forty Rd, Chesterfield, MO	1124023411
Dr. George Paletta	14825 N. Outer Forty Rd, Chesterfield, MO	1497720825
Dr. Mitchell Rotman	14825 N. Outer Forty Rd, Chesterfield, MO	1477555662
Lync Health Partners St. Louis, Inc.	216 Centerview Dr. STE 325 Brentwood, TN 37027	

BY SIGNING THIS DOCUMENT, I ACKNOWLEDGE THAT I HAVE:

- 1) **RECEIVED THE INFORMATION PRIOR TO MY DATE OF PROCEDURE**
- 2) **READ AND UNDERSTAND THE PATIENT RIGHTS, PATIENT RESPONSIBILITIES, ADVANCE DIRECTIVES AND THE GRIEVANCE PROCEDURE**
 - I HAVE EXECUTED AN ADVANCE DIRECTIVE**
 - I HAVE NOT EXECUTED AN ADVANCE DIRECTIVE**
 - I HAVE BROUGHT A COPY OF MY ADVANCE DIRECTIVE**
 - I HAVE AN ADVANCE DIRECTIVE BUT DID NOT BRING A COPY**
 - I WOULD LIKE INFORMATION ON AN ADVANCE DIRECTIVE**

Patient/Patient Representative Signature

Date

Witness Signature

Date