



133 La Casa Via, Suite 150 • Walnut Creek, CA 94598 • 925.937.8100

What is an ASC?

ASCs are facilities for surgical patients who do not need to be admitted to the hospital. ASC patients typically arrive for admission, have surgery performed in a full-service operating room with specialized staff, recover safely and quickly from anesthesia and return home within hours of their surgery. Some procedures require patients to stay for several hours to allow nurses to monitor their recovery.

What types of surgeries are performed at ASCs?

Depending on the ASC, the center may specialize in one service line such as plastic surgery or eye care, while other centers may offer multi-specialties such as ear, nose and throat procedures, gynecological procedures, general procedures, orthopedic procedures and podiatry procedures.

You have selected Aspen Surgery Center, a federally recognized Medicare Certified Ambulatory Surgery Center, for your health care services. Your physician may or may not have an ownership interest in the Surgery Center as not all physicians who practice here have an ownership interest. As a patient, you have the right to receive a list of all physician owners in this facility, upon request.

Why Choose an ASC?

ASCs are on the cutting edge of technology often utilizing the most current surgical innovations with the least invasive techniques allowing patients to return to their normal lifestyle sooner. ASCs are efficient, understanding that everyone's time is important. Their convenient surgical flow allows you less wait time and less bureaucracy and offers patient-friendly family-centered environments.

Many ASCs have undergone a rigorous accreditation process performed by an independent accrediting agency. You may find these accreditation posted in your local ASC. These accreditations may include Joint Commission on Accreditation of Healthcare Organization (JCAHO), the Accreditation Association for Ambulatory Health Care (AAAHC) or the American Association for Accreditation of Ambulatory Surgical Facilities (AAAASF).

Patient Rights and Responsibilities

This Surgery Center has adopted the following list of Rights and Responsibilities for Patients:

PATIENT RIGHTS:

- Exercise these rights without regard to sex or cultural, economic, educational, or religious background or the source of payment for his/her care.
- Treated with respect, consideration, and dignity.
- Provided personal privacy, receive care in a safe setting, and be free from all forms of abuse and harassment.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians who will see him/her.
- Receive information from his/her physician about his illness, his/her course of treatment and his/her prospects for recovery in terms that he/she can understand.
- Receive as much information from his/her physician about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies this information shall include a description of the procedure or treatment, the medically significant risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
- Actively participate in decisions regarding his/her medical care to the extent permitted by law, this includes the right to refuse treatment or change his/her primary physician.
- Full consideration for privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communication and records pertaining to his/her care and his/her stay at Aspen Surgery Center. His/her written permission shall be obtained before his/her medical record can be made available to anyone not directly concerned with his/her care, except when release is required by law.
- Reasonable responses to any reasonable request he/she may make for service.
- Availability of methods for expressing grievances or suggestions through direct communication or patient satisfaction surveys.
- Leave the Aspen Surgery Center even against the advice of his/her physician.
- Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
- Be advised if Aspen Surgery Center/personal physician proposes to engage in or perform human experimentation affecting his/her care of treatment; the patient has the right to refuse to participate in such research projects.
- Be informed by his/her physician or a delegate of his/her physician of his/her continuing health care requirements following his/her discharge from the surgery center.
- Receive an explanation of fees for service and payment policies.
- Know which Aspen Surgery Center rules and policies apply to his/her conduct and responsibilities as a patient.
- Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Be advised of the services available at Aspen Surgery Center include ambulatory surgical services, capability of 23 hour care, and minimal lab studies.
- Knowledge of provisions for 23 hour care and extended post-anesthesia care arranged in advance for patients having surgical procedures.

PATIENT RESPONSIBILITIES:

- To read and understand all permits and/or consents you sign. If you do not understand, it is your responsibility to ask the nurse or physician for clarification.
- To provide, to the best of your knowledge, accurate and complete information regarding your health, medications (including over the counter products and dietary supplements) any allergies or sensitivities, and past treatments.
- To follow any pre-operative written or oral instructions, and treatment plan from your physician provider and surgical center.
- To notify the physician or surgical center if these instructions have not been followed.
- To provide an adult to transport you home after surgery if you have received medications and/or anesthesia.
- To provide for someone to be responsible for your care for the first 24 hours after your procedure.
- Inform your physician provider about any living will, medical power of attorney or other directive that could affect your care.
- To follow carefully any written or verbal post-op instructions from your physician(s) or nurse.
- To contact your physician regarding any post-operative question or problem.
- Be respectful of all the health care providers and staff as well as other patients.
- To assure all financial obligations for services are fulfilled as promptly as possible and assume ultimate responsibility for payment regardless of insurance coverage.
- To notify the surgical center if you feel any rights have been violated, or if you have a complaint or a suggestion for improvement by contacting the Administrator, or by returning your patient satisfaction survey form.

PATIENT CONCERNS AND/OR GRIEVANCES:

Persons who have a concern or grievance regarding Aspen Surgery Center, including but not limited to, decisions regarding admission, treatment, discharge, denial of services, quality of services, courtesy of personnel or any other issue are encouraged to contact the Administrator or write a statement to:

Administrator
Aspen Surgery Center
133 La Casa Via, Suite 150
Walnut Creek, CA 94598

Aspen Surgery Center is Medicare Certified and is accredited by the Accreditation Association for Ambulatory Health Care, Inc. Any complaints regarding services provided at Aspen Surgery Center can be directed in writing or by telephone to:

California Department of Public Health
District Manager
850 Marina Bay Parkway
Richmond, CA 94804-6403
(510) 620-3900

OR

AAHC

5250 Old Orchard Road, Suite 200
Skokie IL 60077
(847) 853-6060

OR

Medicare patients should visit the website below to understand your rights and protections

<http://www.cms.hhs.gov/center/ombudsman.asp>

ADVANCE DIRECTIVES

An "Advance directive" is a general term that refers to your oral and written instructions about your future medical care, in the event that you become unable to speak for yourself. Each state regulates the use of advance directives differently. There are two types of advance directives: a living will and a medical power of attorney. If you would like a copy of the official State advance directive forms, visit http://www.calhealth.org/Download/AdvanceDirective_English.pdf or http://www.calhealth.org/Download/AdvanceDirective_Spanish.pdf

OUR SURGERY CENTER'S ADVANCE DIRECTIVE POLICY:

The majority of procedures performed at the Surgery Center are considered to be of minimal risk. Of course, no surgery is without risk. You and your surgeon will have discussed the specifics of your procedure and the risks associated with your procedure, the expected recovery and the care after your surgery.

It is the general policy of the Surgery Center that all patients are to be granted the benefit of resuscitative efforts in the event of a cardiac arrest regardless of the underlying disease and circumstances. Aspen recognizes that despite careful explanation of the facts and principles of therapies utilized in the operating room some patients may insist on the continuation of their DNR status into the operative setting. Patients who wish to continue their DNR status into the operative period must go through an informative process with the anesthesiologist and surgeon discussing the continuation or suspension of the DNR order during surgery. If a DNR is to be rescinded in the operating room, the anesthesiologist and surgeon will explicitly discuss with the patient, and document in the medical record, the circumstances under which the DNR will be reinstated.

I received information on patient rights, patient responsibilities, physician disclosure, advance directive policy and grievance policy at least one day in advance of my surgery.

Print Patient Name

Patient/Responsible Party Signature

Date