

Disclosure of Facility Ownership

Central Oregon Surgical Institute presents a *Patient's Bill of Rights and Responsibilities* with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, their physician, and the Surgery Center. These rights may be exercised without discrimination or reprisal.

1. The patient has the right to considerate and respectful care.
2. The patient has the right to obtain from their physician complete current information concerning their diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person on their behalf. They have the right to know, by name, the physician and his/her credentials, who is responsible for coordinating their care.
3. The patient has the right to receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information.
4. The patient has the right to be involved in care planning and treatment, being informed of their health status and prognosis.
5. The patient has the right to request or refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action.
6. The patient has the right to every consideration of their privacy concerning their own care program. Case discussion, consultation, examination, treatment and records management are confidential and should be conducted discreetly. Those not directly involved in their care must have the permission of the patient to be present. The surgery center will comply with all federal and state privacy protection laws and regulations.
7. The patient has a right to receive care in a safe setting in an environment that is free of abuse or harassment.
8. If a patient is adjudged to be incompetent, under 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.
9. If a court has not determined a patient to be incompetent, any legal representative designated by the patient may exercise the patient's rights to the extent allowed by state law.
10. The patient has the right to change their physician if another qualified physician is available.
11. The patient has the right to expect that within its capacity the surgery center must make a reasonable response to the request of a patient for services. When medically necessary, a patient may be transferred to another facility. The patient should receive a complete explanation of the need for transfer.
12. The patient has the right to obtain information as to any relationship of the surgery center to other health care and educational institutions insofar as their care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by names, who are treating them.
13. The patient has the right to expect reasonable continuity of care. They have the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the surgery center will provide a mechanism whereby they are informed by their physician or a delegate of the physician regarding the patient's continuing health care requirements following discharge.
14. The patient has the right to examine and receive an explanation of his bill regardless of source of payment.
15. The patient has the right to know what surgery center rules and regulations apply to his conduct as a patient.

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16. It is the patient's responsibility to provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
17. It is the patient's responsibility to follow the instructions that are given by your healthcare providers and informing them if there will be any problems following these instructions.
18. It is the patient's responsibility to report any changes in health status to your physician (for example, if you experience signs or symptoms that are not expected or described in the discharge instructions given by your healthcare providers).
19. It is the patient's responsibility to assure that financial obligations for your healthcare are satisfied.
20. It is the patient's responsibility of provide a responsible adult to transport him home from the facility and remain with him for 24 hours, if required by his physician.
21. It is the patient's responsibility to be respectful of all health care providers and staff, as well as other patients and their families.
22. It is the patient's responsibility to inform the provider about any living will, medical power of attorney, or other directive that could affect his/her care.

Submission and Investigation of Grievances: We want to do our best to provide you with excellent care and services. We are all dedicated to meeting your needs, keeping you safe, and making your stay with us as comfortable as possible.

Should we fail to meet your expectations or if you are dissatisfied with your care, Central Oregon Surgical Institute has procedures in place to help you communicate your concerns and get them resolved.

Federal and State laws also give you specific rights about filing grievances and complaints regarding your care and service at Central Oregon Surgical Institute.

The most important thing you can do is let us know about your concerns right away. Any of our staff members will do his/her best to help. If our staff member is unable to meet your needs, please ask to speak with a manager. Let them know exactly what the problem is and how they can help.

If you are still not satisfied, you may file a grievance. You may file an internal grievance (with COSI) by contacting the Clinical Director:

- Sarah Roberts, RN, Director of Nursing and/or Daniel Weber, Administrator 1550 NE 27th St. Suite 110, Bend, OR 97701
Tel: (541) 262-4111
- The Oregon Health Authority: Oregon Health Authority, Health Care Regulation and Quality Improvement Program: 800 NE Oregon Street, Suite 465, Portland OR 97232; 971-673-0540
- The Oregon Medical Board: Chief Investigator, 1500 SW 1st Ave. #620, Portland, OR 97201
- You may also contact the office of the Medicare Beneficiary Ombudsman at www.cms.hhs.gov/center/ombudsman.asp
- AAAHC (Accreditation Association for Ambulatory Health Care) 5250 Old Orchard Rd. Suite 200, Skokie, IL 60077
(847) 853-6060

Upon receipt of patient's grievance at the surgery center an investigation will be conducted and the patient will generally be sent a written response within 7 days. Your written response will contain how the grievance was addressed; the contact person at the surgery center, the steps taken to investigate the grievance, the results of the grievance investigation and the date the grievance process was completed.

This facility is owned by the following members:

Jason Jundt, MD

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Jason Jundt, MD

Wayne Nelson, MD

Kent Yundt, MD

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Praxis Health