

PATIENT BILL OF RIGHTS

Information Disclosure Consumers have the right to receive accurate, easily understood information about the benefits and risks of treatment and what you will need to know after you leave the facility.

Choice of Providers and Plans Consumers have the right to a choice of health care providers that is sufficient to ensure access to appropriate high-quality health care in a clean and safe environment.

Access to Emergency Services Consumers have the right to access emergency health care services when and where the need arises. Health plans should provide payment when a consumer presents to an emergency department with acute symptoms of sufficient severity -- including severe pain -- such that a "prudent layperson" could reasonably expect the absence of medical attention to result in placing that consumer's health in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.

Participation in Treatment Decisions Consumers have the right and responsibility to fully participate in all decisions related to their health care. This includes refusal of treatment. Consumers who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators and to choose their representatives.

Respect and Nondiscrimination Consumers have the right to considerate, respectful care from all members of the health care system at all times and under all circumstances. An environment of mutual respect is essential to maintain a quality health care system. Consumers will not be discriminated against for any reason, including sex, age, race, national origin, religion, sexual orientation or disability. This includes the right to the services of a translator and/or interpreter to facilitate communication.

Confidentiality of Health Information Consumers have the right to communicate with health care providers in confidence and to have the confidentiality of their individually identifiable health care information protected. Consumers also have the right to review and copy their own medical records and request amendments to their records.

Complaints and Appeals All consumers have the right to a fair and efficient process for resolving differences with their health plans, health care providers, and the institutions that serve them, including a rigorous system of internal review and an independent system of external review. If a consumer feels the need to issue a complaint outside of the facility they may contact:

Colorado Department of Public and Environment
Health Facilities Division
4300 Cherry Creek Drive South
Denver, Co 80222-1530
(303)692-2800

Department of Regulatory Agencies
1560 Broadway, Suite 1350
Denver, CO. 80202
(303)894-7800
www.dora.colorado.gov/professions

With respect to ASC patients who are Medicare beneficiaries, the Web site for the Office of the Medicare Beneficiary Ombudsman: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Consumer Responsibilities In a health care system that protects consumers' rights, it is reasonable to expect and encourage consumers to assume reasonable responsibilities. Greater individual involvement by consumers in their care increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost-conscious environment. Consumer responsibilities include:

- To provide accurate and complete information concerning their health status, medical history, medications, allergies and other matters related to their health.
- To keep appointments or notify the facility or physician when unable to do so.
- To be responsible for actions should consumer refuse treatment or not follow physician orders.
- To assure that the financial obligations of healthcare are fulfilled as promptly as possible.
- To be considerate of the rights of other patients and facility personnel.
- To follow facility policies, procedures, rules, and regulations.

Ambulatory Surgical Center Ownership If a closure is required, it will be done in the Karen J. Sundby, M.D. Ambulatory Surgical Center LLC, DBA the Mohs Center, which is owned and operated solely by Karen J. Sundby, M.D.

Advance Directive The advanced directive procedure for Karen J. Sundby, M.D. P.C., and the Karen J. Sundby, M.D. Ambulatory Surgical Center LLC, DBA the Mohs Center is as follows: If you should have a medical emergency, we will immediately call 911, begin emergency care and transfer you to Rose Medical Center Emergency Department.