

Regardless of race, gender, religion, financial status, or condition -----

#### AS A PATIENT, YOU HAVE THE RIGHT:

- To receive a written statement of your rights.
- To know that The Laser & Surgery Center specializes in surgical procedures relating to the eye including but not limited to: Cataract, Glaucoma, Pterygium, Cornea Transplant, Retina, and Refractive Correction.
- To be treated with respect and dignity, without harassment, abuse, discrimination, or reprisal from staff, other patients, or visitors.
- To be protected from abuse and neglect, and reassurance that any suspicion may be reported to the local police or law enforcement agency.
- To access protective services:
  - Domestic Abuse Agencies: [www.aardvarc.org](http://www.aardvarc.org)
  - Iris/DBA Family Intervention Center: 800-562-8706
  - Washington State Coalition Against Domestic Violence: 500-562-6025 [www.wscadv.org](http://www.wscadv.org)
- To know his/her diagnosis, what will be done, and the outcome of treatment.
- To be informed of any unanticipated outcome once recovered from anesthesia, and before being discharged.
- To be informed of his/her health status and participate in all of his/her care planning and treatment (including pain management and the ability to request or refuse treatment).
- To participate in making decisions about his/her medical care concerning the eye.
- To review the information contained in his/her medical record supervised by a surgery center staff member.
- To receive from his/her physician information necessary to give informed consent before any procedure and/or treatment. The information supplied usually includes a description of the procedure or treatment, the significant risks involved, reasonable medical alternatives, and the probable length of recuperation.

- If communication restrictions are necessary for patient care and safety, the facility will document and explain the restrictions to the patient and the family.
- To refuse treatment and to be informed of the medical consequences of his/her refusal.
- To personal privacy and security.
- To expect that all communications and records pertaining to his/her care should be treated as confidential.
- To treatment or services within the surgery center's capacity, mission, laws, and regulations. When the surgery center cannot provide the care requested, the patient has the right to be fully informed of the alternatives.
- To obtain information regarding the surgery center's relationship with other healthcare providers.
- To effective communications within the facility and outside of the facility if desired.
- The right to express spiritual and cultural beliefs.
- To prompt resolution of disputes, concerns, complaints, conflicts, and grievances, and to be informed on the procedure for filing a grievance.
- To exercise his/her rights without being subjected to discrimination or reprisal.
- To voice grievances regarding treatment or care that is (or fails to be) furnished, without fear of retribution or denial of care.
- To understand that The Laser & Surgery Center, in accordance with state and federal law, is advising you we will not honor previously signed Advanced Directives regarding your code status; that should an unexpected life-threatening event occur, you will receive resuscitative or other stabilizing measures, and be transferred to an acute facility that will order additional treatment according to your wishes in your Advance Directive.

- To obtain an Advance Directive, please visit: [www.wsma.org/patient\\_resources/advance-directives-qa.cfm](http://www.wsma.org/patient_resources/advance-directives-qa.cfm).
- The facility will not hinder a patient's access to care if he/she refuses to participate in any research investigation and/or clinical trials.
- To expect reasonable continuity of care.
- To know if you, the patient, are adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of you, the patient, are exercised by the person appointed under state law to act on the patient's behalf.
- To know if a state court has not adjudged you the patient incompetent, any legal representative designated by you, the patient, in accordance with state law, may exercise the patient's rights to the extent allowed by state law.
- To know if you have an emergency after-hours, you can reach the surgeon or on-call physician by calling 360-456-3200.
- To know all providers involved in your care, and know which physician is coordinating care.
- To know your physician is board certified in his/her specialty.
- To know that the surgery center will respect your legally executed Power of Attorney.
- To examine and receive an explanation of his/her medical bill regardless of the source of payment.
- To be given information and/or access to appropriate social service agencies.
- To information regarding the surgery center policies, mission, and practices that relate to patient care, safety, treatment, and responsibilities.
- To change physicians.
- To understand that The Laser & Surgery Center is owned by Dr. Stephen Reck, Dr. Grant Aaker, and Dr. Anthony Grillo. If you choose to have your procedure done at another facility, the referring practitioner will not treat you differently.

## Patient Responsibilities

- To provide accurate and complete medical information to the best of his/her ability about his/her health, any medications, including over-the-counter products/dietary supplements, and any allergies or sensitivity.
- To provide a responsible adult to transport him/her home from the facility and may need to remain with him/her for 24 hours, if required by his/her provider.
- To actively participate in decisions about his/her health care.
- To ask his/her nurse or physician if they do not understand what is occurring.
- To ask his/her physician or nurse what to expect regarding pain and pain management.
- To follow the treatment plan recommended by his/her physician and express concerns if they cannot, or will not follow the treatment plan.
- To provide accurate and complete insurance information for the date of service.
- To examine his/her bill and ask any questions regarding charges or payment method.
- To accept personal financial responsibility for any charges not covered by his/her insurance.
- To inform the facility about any living will, medical power of attorney, or other directive.
- To show respect and consideration for other patients and surgery center personnel.
- To leave his/her valuables at home, or take responsibility for them, if you choose to bring them to the surgery center.
- To assist in the control of noise, the number of escorts, and for observing the facility's "No Smoking", "No pets other than registered service animal policy", "No cell phones", and "No weapons" policies.

## Patient/Customer Concern Process

Laser & Surgery Center would like your experience to be as pleasant as possible. We welcome your feedback. We cannot address issues of concern if we do not know they exist. Should you have a concern, complaint, or grievance, please let us know. You may utilize any or all of the following resources:

- Inform a staff member, nurse, or technician of your concern and how you feel we could resolve this issue. If we can address the issue immediately, we will.
- You can return your patient survey with a phone number and the best time to reach you.
- Ask to speak with the administrator of the center to voice your concerns and resolution to the issue.
- Contact a Quality Services Representative Monday through Friday 8:00 a.m. to 4:00 p.m. at 360-456-7077 ext. 1156.
- The process will begin addressing your concern within three working days of the facility being notified of the concern.
- Patients should receive a resolution within ten business days of receiving the initial complaint.

Contact information for the Washington State Department of Health and Office of the Medicare Beneficiary Ombudsman:

Washington State Department of Health  
HSQA Complaint Hotline  
P.O. Box 47857  
Olympia, WA 98504-7857  
PH: 360-236-4700 or 800-633-6828  
Fax: 360-236-2626

<http://www.HSQAComplaintIntake@doh.wa.gov>

Office of the Medicare Beneficiary Ombudsman  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Medicare Help and Support: 1-800-MEDICARE



## Patient Rights & Responsibilities

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LACEY, WA 98503-1013  
360-456-7077

[www.claruseye.com/laser-surgery-center](http://www.claruseye.com/laser-surgery-center)