

Patient Rights & Responsibilities

- **As a patient, you have the right to:**
 - Be treated with respect, consideration and dignity.
 - Personal and appropriate privacy within the law.
 - Provided information concerning your diagnosis, evaluation, treatment, and prognosis to the degree known.
 - The opportunity to participate in decisions involving your health care, including the right to refuse treatment within the confines of the law.
 - Confidentiality of records and disclosures. Except when required by law, you have the right to accept or refuse the medical release of records.
 - To voice grievances and suggest changes in service or staff, without being subjected to discrimination or reprisal.
 - Request information concerning fees for services or payment policies.
 - Information regarding the absence of malpractice insurance coverage.
 - Information regarding advanced directives, as required by state or federal law and regulations.
 - Impartial access to treatment regardless of race, color, sex, national origin, religion, handicap or disability. (The surgery center adheres to all federal and state rules, regulations and policies to promote a safe and non-discriminatory environment.)
 - **As a patient, you are responsible for:**
 - To provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other health related matters.
 - Following the treatment plan recommended by the primary practitioner involved in your case.
 - To follow the treatment plan recommended by the physician. The patient is expected to follow up on his/her doctor's instructions, take medication when prescribed, and ask questions concerning his/her own health care that he/she feels is necessary.
 - Indicating whether you clearly understand a contemplated course of action and that is expected of you.
 - To see that the financial obligations assumed in receiving health care are met as promptly as possible.
 - Providing information about and or/copies of any living will, power of attorney or other directives that you may desire us to know about.
 - Your actions if you refuse treatment, leave the facility against the advice of the practitioner, and/or do not follow the practitioner's instructions relating to your case.
 - Providing an adult to transport you home after surgery and an adult to be responsible for you at home for the first twenty-four (24) hours after surgery.
 - Being respectful of all healthcare providers and staff as well as other patients.
- Advanced Directive Policy

Not a Revocation of Advanced Directives or Medical Power of Attorney

All patients have the right to participate in their own health care decisions and to make Advance Directives or to execute a Power of Attorney that authorize others to make decisions on their behalf on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. This surgery center respects and upholds those rights.

However, unlike an acute care hospital setting, the surgery center does not routinely perform "high risk" procedures. Most procedures performed in this facility are considered to be elective and of minimal risk. Of course, no surgery is without risk.

Therefore, it is our policy, regardless of the contents of any Advance Directive or Living Will or instructions from a health care surrogate or Power of Attorney, that if an adverse event occurs during treatment at this facility we will **NOT** honor "**DO NOT RESUSCITATE**" orders and will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, Living Will or health care Power of Attorney.

For information on Advanced Directives please visit:
<http://www.michigan.gov> Search: Advanced Directive

Physician Ownership

To further the commitment to the quality of surgical care for our patients, our physicians, Walter J Cukrowski MD and Christopher Cukrowski DO, have chosen to be owners in East Michigan Surgery Center. This ownership enhances their ability to direct the manner in which your care is delivered at the facility. If this is a concern to you, we will be happy to answer any questions. (810) 238-3603

Reporting Concerns or Complaints

Our Center strives to exceed all of your needs and make your stay a safe, comfortable and pleasant experience for you, your family and visitors. If you are pleased with your care please let us know.

If you should have a concern or complaint regarding any services rendered at our facility, please let us know while you are here so that we have the opportunity to improve. You may also call the administrator of the facility at (810) 238-3603.

If you feel a need to direct your concern or complaint further you may contact:

Michigan Department of Community Health
Bureau of Health Systems, Complaint Investigations Unit
PO Box 30664 Lansing MI 48909
1-800-882-6006
OR

With the office of Medicare Beneficiary at
[https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/
ombudsman.html](https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html)