

As our patient, you can help us meet our care commitments by:

Arranging for a responsible adult to accompany you to OISC, transport you back to where you'll be staying for the next 24 hours after discharge and to be available to care for you there to the extent your doctor recommends.

Accepting responsibility at registration for the cost of care not covered by your insurance or some other arrangement.

Informing us fully and accurately of your health conditions and habits, including any communicable diseases and any allergies and sensitivities, and the medications you take, including non-prescription remedies and dietary supplements.

Advising us of any living will, medical power of attorney, or other directive which might guide the care we provide to you.

Letting us know immediately of any change that you experience in your comfort and condition at OISC.

Telling us if any aspect of your treatment and care after discharge will be difficult for you and helping us to discover any alternatives. Following the plan of care, you and your doctor have agreed upon, including keeping follow-up appointment.

Observing OISC policies adopted for patient safety and comfort and complying with applicable laws and regulations, such as our smoke-free building policy.

Showing respect to OISC's other patients, its staff, and its physicians.

OISC Policy

OISC believes that every patient is entitled to care that is...

- Informative
- Compassionate
- Respectful
- Dignified
- Confidential

We reinforce our commitment to involving patients in their care by including patients' responsibilities along with patient rights. Thus, following each pledge of OISC, the patient is encouraged to exercise rights by making OISC staff aware of individual information and comfort needs and concerns.

Each staff member is to be introduced to the Statement of Patient Rights and Responsibilities during orientation and is expected to become thoroughly familiar with it.

The standards set forth in the Statement of Patient Rights and Responsibilities are among the tools against which we measure each person's contribution to our team in individual performance reviews.

Additionally, conformance with the standards set forth in the Statement of Patient Rights and Responsibilities are among the guidelines by which Medical Staff Reappointments are evaluated and made.



PATIENT RIGHTS AND RESPONSIBILITIES

When you are a patient at OISC, **you have the right to:**

Considerate, respectful, private care in a safe setting, without regard to age, race, color, religion, nationality, gender, sexual orientation, or disability.

Know the names of the people treating you and to receive an explanation of how our health care professionals are credentialed.

Be fully informed about your health condition, possible treatment, or procedures, and expected outcome, and to discuss this information with your doctor before treatment is performed.

Consent to or refuse a treatment. If you refuse a recommended treatment, you will receive other needed and available care without being subjected to discrimination or reprisal.

Have an advance directive, such as a living will or health care proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written advance directive, you should bring a copy to OISC. If you do not have a form and desire one, we'll provide one upon your request. Because OISC performs primarily elective procedures after patient screening, in an emergent situation OISC under the direction and discretion of the operating surgeon will initiate attempts to resuscitate a patient prior to hospital transfer.

Expect that treatment records are confidential unless you have given permission to release information or reporting is Required or allowed by law. You may review your medical records and have the information explained, except when restricted by law.

Be free from any form of abuse or harassment.

Expect that OISC will give you necessary services to the best of its ability. Treatment, referral, or transfer may be recommended. If transfer is recommended or asked, you will be informed of risks, benefits, and alternatives. You will not be transferred until the other provider agrees to accept you.

To change your provider if other qualified providers are available.

Know if OISC has relationships with outside parties, such as insurers or educational institutions, which might influence your treatment and care.

Consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care OISC otherwise provides.

If a patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are executed by the person appointed under state law to act on the patient's behalf 415.50(e)(2).

If a patient has not been adjudged incompetent, any legal representative or surrogate designated by the patient in accordance with State Law may exercise the patient's rights to the extent allowed by State Law. 416.50(e)(3).

Know how to voice concerns regarding treatment or care that is or fails to be furnished. If for any reason you are not satisfied with your care at OISC, we urge you to report this as promptly as possible to our Administrator.

Orthopaedic Institute Surgery Center
1811 East 5th St
Metropolis, IL 62960
Attention: Melanie Russell
Phone: 618-309-6005
Email: mrusell@orthoisc.com

You also may express a complaint to State officials by toll-free telephone, by fax, by mail, or by completing a complaint form online.

You may submit your concerns to:

Illinois Department of Public Health:
Office of Healthcare Regulation (Deputy Director)
Central Complaint Registry:
525 W. Jefferson St. Ground Floor
Springfield, IL 62761-0001
(800) 252-4343
Fax: 217-524-8885
Email: DPH.CCR@illinois.gov

Additionally, satisfaction concerns of Medicare patients may be directed to the Office of the Medicare Beneficiary Ombudsman, whose role is to help Medicare patients understand their Medicare options and apply their Medicare rights and protections.

Office of the Medicare Beneficiary Ombudsman
1-800-MEDICARE (1-800-633-4227)
<https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

Grievance Procedure:

Patients receive a questionnaire at the time of discharge giving the patient the opportunity to share comments regarding their care at the Surgical Center. If a patient would like to file a formal complaint, he/she can do so by forwarding a written or verbal explanation of the grievance (including patient name, address, and date of service) to:

Administrator of OISC and /or Illinois Department Public Health and AAAHC

Upon receipt of a patient's grievance at the Center, an investigation will be conducted, and the patient will generally be sent a written response within 7 days.