

Outpatient Services East Advance Directives

Formal advance directives are documents that state your choices for health care if you become too sick to speak for yourself. Advance directives allow you to make known your wishes regarding the medical care you **do or do not** want to receive in such event.

Outpatient Services East respects your right to make decisions regarding your medical care. However, Outpatient Services East does not honor any advance directive that does not provide for life sustaining treatment. It is the policy of Outpatient Services East to transfer any patient requiring life sustaining treatment to a facility providing a higher level of care and to provide such treatment during the time of transfer. If you present an advance directive at the time of your admission, a copy will be made and become a part of your medical record and will be transferred with you to another facility if a higher level of care should be required.

Outpatient Services East Patients Rights

An Outpatient Services East patient has the right to:

1. A response to requests, needs, concerns, complaints or grievances without discrimination or reprisal.
2. Receive care in an emotionally safe environment; free from neglect; harassment; exploitation; and/or verbal, mental, physical, and sexual abuse.
3. Receive care in a physically safe environment based on current practice standards.
4. Be fully informed about a treatment or procedure and the expected outcome before it is performed in a way that is complete and easy to understand; and has the right to refuse that treatment or procedure.
5. Participate in decisions about his or her care, treatment, or services. When the patient is determined incompetent, the person appointed under state law or designated by the patient may exercise any and all rights.
6. Care and treatment that is considerate and respectful of the patient's privacy and which optimizes your comfort and dignity.
7. Refuse to participate in educational and/or research programs.
8. Receive information about the individual(s) responsible for his or her care, treatment, or services.
9. Treatment without discrimination as to age, race, color, religion, sex, national origin or disability.

Ownership of Outpatient Services East

This is to inform you that a number of physicians who perform procedures or provide services at our surgery center have an ownership interest in our surgery center.

If you have questions regarding the Ownership of Outpatient Services East, please contact:

H. Alan Perry, MD, Chairman and President

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Grievances

Outpatient Services East has an established grievance procedure for documenting the existence, submission, investigation and disposition of a patient's written or verbal grievance to our surgery center. Patients are ensured that all alleged violations/grievances relating, but not limited to mistreatment, neglect, verbal, mental, sexual, or physical abuse will be fully documented and investigated according to center policy. Grievances shall be managed primarily, depending on the cases, as follows: (1) Report to a person in authority at OSE; (2) Specify date of incident, description of event, and circumstances. OSE will respond to the patient acknowledging receipt of grievance within a 36 hour period. An investigation will be initiated for all grievances made by the patient or their representative regarding the treatment or care provided. OSE will document how the grievance was addressed and then inform the patient of the steps taken, the results of the process and the date of completion. The results of the investigation will be reported to the patient within (7) seven business days of completion of the investigation.