

## Peninsula Eye Surgery Center Patient's Rights and Responsibilities:

### AS A PATIENT AT PESC, YOU HAVE THE RIGHT TO:

- Considerate, respectful, safe, care with recognition of your personal dignity and free from all forms of abuse or harassment. To impartial access to treatment regardless of race, color, sex, national origin, religion, handicap, disability, or gender. To exercise your rights without being subjected to discrimination or reprisal.
- Personal and informational privacy and confidentiality of records and disclosures. Except when required by law, you have the right to approve or refuse the release of records.
- Have a surrogate (legal guardian, person with medical power of attorney) exercise the Patient Rights when you are unable to do so.
- Information concerning your diagnosis, treatment, and prognosis, to the degree known and to be fully informed about a treatment or procedure and the expected outcome before it is performed. The opportunity to participate in decisions involving your healthcare and make decisions about medical care, including the right to accept or refuse medical or surgical treatment. To adequate education regarding health care at home. To receive an itemized bill for your services.
- Competent, caring healthcare providers who act as your advocates. To know the identity and professional status of individuals providing service. To change providers if other qualified providers are available.
- Know about any business relationships among the facility, healthcare providers, and others that might influence your care or treatment.
- File a grievance with PESC by contacting the Administrator at 650-964-3200 or in writing to: PESC, 1128 W. El Camino Real, Mountain View, CA, 94040.
- Submit complaints regarding services provided at PESC to:
  - California Department of Public Health, District Administrator, San Jose District Office, 100 Paseo de San Antonio Ste. # 235 San Jose, CA, 95113, by phone at (408) 277-1784; or, toll free at (800) 554-0353, or fax (408) 277-1032 -OR-
  - PESC's accrediting body: the Accreditation Association for Ambulatory Health Care, Inc (AAAHC ), 5250 Old Orchard Road, Suite 200, Skokie, IL 60077, (847) 853-6060, -OR-
  - Medicare patients should visit the website below to understand your rights and protections:  
<https://www.medicare.gov/claims-and-appeals/medicare-rights/everyone/rights-for-everyone.html>

### AS A PATIENT AT PESC, YOU ARE RESPONSIBLE FOR:

- Providing, to the best of your knowledge, accurate and complete information about your present health status and past medical history and reporting any unexpected changes to the appropriate physician(s). This includes any medications, over the counter products and dietary supplements, their dosages and allergies or sensitivities.
- Following the treatment plan recommended by your provider. Indicating whether you clearly understand a contemplated course of action and what is expected of you and ask questions when you need further information.
- Be respectful of all the health care providers and staff as well as respecting the rights and privacy of other patients.
- Providing an adult to transport you home after surgery and an adult to be responsible for you at home for the first 24 hours after surgery if required by your physician (provider).
- Your actions if you refuse treatment, leave the facility against the advice of the physician, and/or do not follow the physician's instructions relating to your care.
- Accepting personal financial responsibility for any charges not covered by your insurance.
- Providing information about and/or copies of any living will power of attorney, or other directive that could affect your care.