



Optum Care Washington, PLLC

## **Ambulatory Surgery Centers Patient Rights and Responsibilities**

**As a patient of Optum Care Washington Ambulatory Surgery Center, you have the right to confidentiality, privacy, security, complaint resolution, spiritual care and communication without being subjected to discrimination or reprisal. You have the right to:**

- Be treated and cared for with dignity and respect.
- Confidentiality, privacy, security, complaint resolution, spiritual care, and communication.
- Be informed of Optum policies, practices and facilities that relate to patient care.
- Be involved in all aspects of your care including being informed and agreeing to your care and treatment, refusing care and treatment, and resolving problems with care decisions.
- Refuse a recommended treatment or plan of care, to the extent permitted by law and to be informed of any medical consequences related to that decision.
- Have family input in care decisions based on your wishes, your existing legal directives or any court-issued legal orders.
- Be protected from abuse and neglect and have access to protective services.
- Have explained to you and your family and be provided documentation of the reason for any communication restrictions that may be necessary for patient care and safety.
- Have unanticipated outcomes explained to you, your family or surrogate.
- Expect that Optum Care Washington (OCW) will treat all information, communications and records relating to your healthcare as confidential. OCW will disclose your healthcare information to others only as allowed by law.
- Request to review your records and receive a copy of them. You may also ask to amend your healthcare record.
- Know the names and responsibilities of your healthcare providers.
- Know that the ambulatory surgery centers are operated by Optum Care Washington, PLLC, a professional limited liability company which is owned by Everett Physicians, Inc. P.S. whose sole member is Dr. George Go.
- Know that the Ambulatory Surgery Centers at OCW have a policy on Advance Directives (described on the reverse side of this form). You should speak with the physician performing your procedure in advance of the procedure if you have any questions about that policy.
- Seek another medical opinion or change health care providers as you see fit.
- Voice complaints about your care and treatment without fear of retribution or denial of care. Your concerns will be addressed in a prompt timeframe. You will receive a response within 14 days unless an extension is requested.

**As an OCW patient, you have the responsibility to:**

- Provide complete and accurate medical information.
- Participate with providers in making decisions about your care.
- Follow the treatment plan to which you agreed.
- Be on time for scheduled appointments, or to notify OCW staff when you are unable to do so.
- Provide complete insurance information and timely notification of any changes.
- Pay your bill in a timely fashion or seek assistance for discussing payment options.
- Treat our staff and physicians with respect and dignity.
- Respect the rights of others.
- Let your caregivers and OCW administrators know if you have concerns or complaints about any aspect of your care.
- Follow OCW facility policies that prohibit smoking, the use of alcohol or illegal drugs, and carrying firearms or other weapons.

## Optum Care Washington Ambulatory Surgery Centers Notice of Advance Directives Policy

An advance directive is a document that pertains to treatment preferences and the designation of a surrogate decision-maker in the event that a person should become unable to make medical decisions on their own behalf. Advance directives are generally in the form of a living will, life-prolonging procedures declaration, designation of a health care representative or proxy, and durable power-of-attorney. Advance directives can be revoked or amended at any time.

Be advised that a “do not resuscitate order” contained within an advance directive will not be effective in the event of a medical emergency at the OCW Ambulatory Surgery Centers. However, in the event that transfer to a hospital becomes necessary, your advance directive will be forwarded with you. Due to this policy, you may choose to have your procedure or surgery performed at another facility if you wish. Please notify your physician, scheduling coordinator, and/or the center’s health care staff and they will make every effort to accommodate your request.

For more information on Washington State law regarding Advance Directives please visit the following Web sites: <http://www.uslivingwillregistry.com>

### WA State Medical Association - Advanced Care Planning

Complaints can be directed to Optum Care Washington at:

The Ambulatory Surgery Centers (425-317-3950)      OCW’s Patient Safety Office (425.339.4220)  
OCW’s Corporate Compliance Office (425.258.3906)      <http://www.optum.com>  
OCW Administration, 3901 Hoyt Avenue, Everett, WA 98201

Complaints may also be directed to the Washington State Department of Health and Office of the Medicare Beneficiary Ombudsman or to the Centers for Medicare and Medicaid Services (CMS) at:

#### **Washington State Department of Health**

Health Systems Quality Assurance Complaint Intake  
PO Box 47857  
Olympia, WA 98504-7857  
Phone: 360.236.4700  
Toll-free: 1.800.633.6828  
Fax: 360.236.2626

#### **Centers for Medicare & Medicaid Services**

<http://www.medicare.gov/claims-and-appeals/Medicare-rights/get-help/ombudsman.html>  
email: HSQAComplaintIntake@doh.wa.gov

Patient/guardian/surrogate name (print) \_\_\_\_\_ Date Received \_\_\_\_\_  
Patient/guardian/surrogate signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_  
If not patient, relationship to patient \_\_\_\_\_

**Internal use only – To be completed by OCW ASC Staff**      Date Rec’d by ASC: \_\_\_\_\_

Please Select One Option:

- ☐ N/A: Pediatric Patient
- ☐ Patient presented with advance directive to be filed in medical record
- ☐ Patient does not have advance directive, requested information on advance directives
- ☐ Patient does not have advance directive, declined information on advance directives

### **Optum Care Washington, PLLC**

**The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.**

**We provide free services to help you communicate with us. This includes letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-425-382-4790, TTY 711. ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-425-382-4790, TTY 711.** 請注意: 如果您說中文 (Chinese) 我們免費為您提供語言協助服務。請致電: 1-425-382-4790, TTY 711.

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