

THE EVERETT CLINIC SURGERY CENTERS PATIENT RIGHTS AND RESPONSIBILITIES

Please bring this form with you to the surgery center on the day of your procedure.

As a patient of The Everett Clinic Ambulatory Surgery Center, you have the right to:

- Receive considerate, respectful and appropriate medical care.
- Be informed of Everett Clinic policies, practices and facilities that relate to patient care.
- Make informed decisions about your treatment before and during care, including the right to give or withhold informed consent for any proposed medical procedure or treatment.
- Expect that The Everett Clinic will treat all information, communications and records relating to your healthcare as confidential. TEC 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.
- 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.
- Know that physician shareholders who practice at TEC have an ownership interest in all of TEC's facilities, including the Kemp and Trask Surgery Centers.
- Know that the Surgery Centers at The Everett Clinic 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 or our services. All complaints will be investigated and resolution will be attempted to be made at the day of your visit. If resolution is not achieved by the end of your visit, TEC is committed to responding to your complaint in writing within 14 days of receiving your complaint unless an extension is requested. Complaints can be directed to:
 - The Ambulatory Surgery Center (425-304-8486)
 - TEC's Patient Safety Office (425.339.4220)
 - TEC's Corporate Compliance Office (425.258.3906)
 - TEC's Internet Site: <http://www.everettclinic.com>
 - Writing to: TEC Administration
3901 Hoyt Avenue
Everett, WA 98201

Patients are also encouraged to have open and honest communications directly with their healthcare providers regarding the quality of care and services at TEC's facilities.

As an Everett Clinic 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 TEC 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 TEC administrators know if you have concerns or complaints about any aspect of your care.
- Follow TEC facility policies that prohibit smoking, the use of alcohol or illegal drugs, and carrying firearms or other weapons.

**THE EVERETT CLINIC 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.

The Everett Clinic Surgery Centers do **not** honor Advance Directives.

- Compliance with the 1990 Patient Self-Determination Act is intended for inpatient hospital admissions, not for outpatient surgery centers.
- **Health care providers at *The Everett Clinic Surgery Centers* are bound to do all in their power to assure the safe recovery of every patient, including resuscitation if that becomes necessary.**
- If a patient presents an Advance Directive on arrival at the ASC it will be placed in their chart along with a notation that the AD will not be followed while the patient is being treated at The Everett Clinic Surgery Centers

Since *The Everett Clinic Surgery Centers* do not honor Advance Directives, you may choose to have your procedure or surgery performed at another facility that does honor Advance Directives. Please notify your Physician, scheduling coordinator, and/or the center's health care staff and we 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.doh.wa.gov/livingwill/healthcaredirective.htm>
http://www.wsma.org/patient_resources/advance-directives-qa.cfm

Contact information for the WA State Department of Health and Office of the Medicare Beneficiary Ombudsman:

Washington State Department of Health

Health Systems Quality Assurance
Complaint Intake
PO Box 47857
Olympia, WA 98504-7857
Phone: 360.236.2620
Toll-free: 1.800.633.6828

Centers for Medicare & Medicaid Services

Office of the Medicare Beneficiary Ombudsman
Web site: <http://www.medicare.gov/Ombudsman/activities.asp>

Patient/guardian/surrogate name (print) _____ Date Received _____

Patient/guardian/surrogate signature _____ Date _____ Time _____

If not patient, relationship to patient _____

For Internal Use Only – To be completed by TEC Ambulatory Surgery Center

Date Received 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