

At SWSC we are dedicated to providing a safe, appropriate and comfortable environment in which your physician can effectively render the services indicated for the enhancement of your health. As we work together to achieve this goal, it is important to us that you are fully informed of your rights and responsibilities. As a patient, parent, legal guardian, authorized representative of a patient, or a representative of a patient judged incompetent under applicable state health and safety laws, you are entitled to exercise these rights without fear of discrimination or reprisal.

**As a patient, you have the right to:**

**Be assured of your privacy and safety.**

This includes:

- Being treated with dignity in a respectful, courteous and confidential manner.
- Being treated with consideration for your cultural, social, spiritual and personal values, beliefs and preferences.
- Having your personal privacy respected.
- Having your Protected Health Information (PHI) managed in a confidential manner.
- Being cared for in a safe setting, protected and free from neglect, abuse or harassment.
- Having access to communicate with family or visitors. If communication restrictions are necessary for patient care, we will document and explain the restrictions to you and your family or visitors.
- Having access to pastoral and spiritual services.
- Having access to Protective Services.
- Knowing the names of the people who are helping or caring for you.

**Participate in all aspects of your care including decisions that affect you and, if you wish, include the input of your family in decisions related to your care.**

This includes:

- Receiving the information you need to make decisions and to participate in planning your care.
- Receiving a complete explanation of any proposed procedure or treatment, including a description of the nature and purpose of the treatment or procedure; the known risks or serious side effects; and treatment alternatives. This explanation will usually be provided to you during your pre-operative visit at your surgeon's office.
- Accepting or refusing medical care, as the law permits and being informed about the consequences.
- Changing your provider if other qualified providers are available.
- Receiving an explanation of our policy related to Advanced Directives.
- Being advised if your care involves any experimental methods of treatment and having the right to consent or refuse to participate in experimental treatment without any hindrance to care if you refuse to participate.
- Being able to leave SWRSC, even against the advice of your physician.

**Receive high quality care and service.**

This includes:

- Receiving your care from qualified, fully trained staff members.
- Having your pain assessed and appropriately managed.

**Receive Information.**

This includes:

- Receiving information about your illness, treatment choices and likely outcomes.
- Having the ability to access the information in your medical record as described in the copy of our Privacy Policy provided for your review.
- Being informed of any unanticipated outcomes of your procedure according to RCW 70.230.150.
- Receiving discharge instructions after your procedure.
- Receiving a statement of charges and having the right to request an explanation of the charges regardless of the source of payment for your care.
- Receiving information related to SWRSC billing and account payment policies.

- Being informed if this facility has relationships with outside parties that may influence your treatment and care.

**File a grievance.**

As with all patient rights, the right to express a concern or complaint or to file a grievance and be part of the complaint resolution process may be exercised without fear of discrimination, reprisal or denial of care.

- Concerns or complaints may be expressed to any staff member, including clinical and administrative managers.
- Written complaints and grievances may be mailed to:  
Rebecca Aman, Administrator SWSC  
200 NE Mother Joseph Place, Suite 200  
Vancouver, WA 98664
- Written complaints and grievances may also be handed to any staff member for immediate, confidential delivery to the Administrator.
- Grievances may also be reported to the Administrator at (360) 449-6361 or on our Complaint/ Grievance Hotline at (877) 929-8288,
- The Administrator or a designee will respond within five days.
- All complaints will be reviewed and resolved within 14 days. Additionally, written responses will be received on all formal grievances.
- To file a complaint with Washington State Department of Health:  
HSQA Complaint Intake  
PO Box 47857  
Olympia WA 98504-7857

Phone: 360-236-4700 Toll Free: 800-633-6828 Fax: 360-236-2626 Email: [HSQAComplaintintake@doh.wa.gov](mailto:HSQAComplaintintake@doh.wa.gov).

- The Medicare Ombudsman is available to ensure that Medicare beneficiaries receive information needed to understand their Medicare options and apply for their Medicare rights and protections. Call (800) 633-4227 (800) Medicare) or go to <http://www.medicare.gov/claims-and-appeals/medicare-rights/gethelp/ombudsman.html>

**AS A PATIENT OF SWRSC YOU ARE RESPONSIBLE FOR:**

**Being cooperative and respectful by:**

- Supporting the rights and privacy of others and by showing consideration for SWSC staff and property as well as other patients and their property.
- Providing complete and accurate demographic and billing information.
- Fulfilling your financial obligations and commitments promptly.

**Participating in your healthcare by:**

- Providing accurate and complete information, to the best of your ability, about present complaints, past illnesses, hospitalizations, medications, allergies or sensitivities, over the-counter products, dietary supplements and other matters relating to your health.
- Following the treatment plan prescribed by your provider.
- Asking questions when you don't understand or need additional information.
- Telling staff how you feel about your care and what you need.
- Arranging for a responsible adult to transport you home and remain with you for 24 hours, if required by your provider.
- Informing SWSC personnel if you feel that your privacy is violated, your safety is threatened or you have any other concern or complaint.

**HEALTHCARE DIRECTIVES**

**Policy**

Patients have the right to participate in their own health care decisions and to make Health Care Directives or execute powers of attorney that authorize others to make decisions on their behalf. Southwest Washington Surgery Center respects and upholds those rights. No surgery is without risk. However, unlike acute care hospitals where "high risk" procedures are performed, ambulatory surgery center procedures are generally considered to be of minimal risk. Specifics of a procedure are discussed with the surgeon, who is able to answer questions regarding risks, expected recovery and care



after surgery. It is therefore our policy, regardless of the contents of a Health Care Directive or instructions from a Health Care Surrogate or Attorney in Fact, that if an adverse event occurs during treatment at this facility, resuscitative or other stabilizing measures will be initiated and transfer to an acute care hospital will be arranged for further evaluation. This policy is in accordance with the State of Washington, RAC 70.122.30. At the hospital further treatment or withdrawal of treatment measures already begun will be ordered in accordance with patient wishes, Healthcare Directive or Power of Attorney. For those patients who have a Health Care Directive or have authorized others to make decisions on their behalf, a form is provided for signature indicating agreement with this policy. Copies of Healthcare Directives provided by patients will be maintained as a permanent component of the medical record. In the event that a patient is transferred to another facility the Healthcare Directive will be included with the medical record. For those who do not agree to this policy, SWSC will assist in the scheduling of surgery elsewhere.

#### **FACILITY OWNERSHIP**

Southwest Washington Surgery Center is owned by Surgical Specialist Investments, LLC, and other local surgeons. You have the right to have your surgery performed at any facility at which your surgeon practices. The following surgeons are owner-investors in Southwest Washington Surgery Center:

Todd Borus, MD, Edward Coale, MD, Mark Colville, MD, Jerod Cottrill, MD, Jay Crary, MD, MD, Jerome DaSilva, MD, Evan Ellis, MD, M. Robson Fraser, MD, Allen Gabriel, MD, Matthew Gambee, MD, Greg Gramstad, MD, Ben Jacobs, John Kafrouni, MD, Kevin Kahn, MD, Deven Karvelas, MD, Hoang Le, MD, Steven Matous, MD, Jesse McCarron, MD, Ashok Modha, MD, Doug Musgrave, MD, Wael Musleh, MD, Andrew Nemecek, MD, Alan Newman, MD, Brian Ragel, MD, Donald Roberts, MD, C. Luke Rust, MD, George Shanno, MD, Stephen Southerland, MD, Edward Sparling, MD, Anthony, Wei, MD, T. Scott Woll, MD & Kirk Wong, MD.