

EPS SURGICAL CENTER, LLC

ADVANCED DIRECTIVES

I consent to all resuscitative measures deemed necessary by my physician in the event of a life-threatening emergency. EPS Surgical Center does not honor advance directives for any patient. A copy of the advance directive may be placed in the patient record if the patient desires and the chart flagged indicating its presence. More information related to advance directives can be obtained at the physician office or the surgery center. I consent to emergency transfer to another facility (Dekalb Medical Center) in case of the need for emergency hospital care. The admitting facility is not affiliated or in partnership with EPS Surgical Center, LLC.

PYHSICIAN OWNED FACILITY

I understand that Laura Bealer, M.D., Ajeet Dhingra, M.D., Peter Gordon, M.D., Charles McDowell, Jr., M.D., Paul McManus, M.D., Indira Menon, M.D., John Thomas, M.D. and Christian Weeks, M.D. are the sole and equal owners of EPS Surgical Center, LLC. I understand that I may choose to have my surgery in a facility not owned by them. I have been given the option and choose to have my surgery at EPS Surgical Center, LLC.

GRIEVANCE PROCEDURE

All alleged grievances will be fully documented and reported to the persons in authority at EPS Surgical Center, LLC. Any substantiated allegation will be reported to the local or state authority or both. The grievance documentation will include the process for how the grievance was addressed. The patient will be provided a written notice of its decision and it will contain the name of the surgery centers contact person. Contact information for the state is included in the Patient Bill of Rights. I have reviewed and understand the Patient Bill of Rights (copy given to patient).

Signature of Patient or Responsible Party

Date

Witness

EPS SURGICAL CENTER, LLC

PATIENT RIGHTS

The patients have a right to:

- Have a family member or representative of patient's choice notified promptly of their admission to the facility.
- Full consideration concerning the surgical procedure being performed in the facility. Consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual involved in their health care. When it is medically inadvisable to give such information to the patient, the information is given to a person designated by the patient or legally authorized person.
- Confidential treatment of all communications and records pertaining to patient care and visit at the facility. Written permission will be obtained before medical records can be made available to anyone not directly concerned with the patient's care.
- Access information contained in his/her medical record within a reasonable time frame (usually within 48 hours of request)
- Leave the facility even against the advice of physician.
- Change his/her physician if another physician is available.
- Reasonable continuity of care and to know in advance of the time and location of appointment as well as the physician providing the care.
- Become informed of his/her rights as a patient in advance of, or when discontinuing, provision of care. The patient may appoint a representative to receive this information should he/she so desire.
- Exercise these rights without regard to race, sex, culture, economic, educational, religious background, or the source of payment for care,
- Considerate and respectful care, provided in a safe environment, free from all forms of abuse or harassment.
- Be informed of the ownership of the surgery center
- Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Coordinate his/her care and the names and professional relationships of other physicians and healthcare providers who will see him/her.
- Provided to the degree known complete information about any proposed treatment or procedure as needed to give informed consent or to refuse the course of treatment.
- Participate in the development and implementation of the plan of care and actively participate in decisions regarding medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- Be advised of the facility's grievance/complaint process, if the need arises, to communicate a concern regarding the quality of the care he/she receives.
- Be advised if physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
- Be informed by the physician or designee of the continuing healthcare requirements following discharge from the facility.
- Services provided by the facility.

EPS SURGICAL CENTER, LLC, PATIENT RIGHTS (continued)

- Provisions for after hours care.
- Examine and receive an explanation of fee schedules and payment policies regardless of source of payment.
- Know which facility rules and policies apply to conduct while a patient.
- Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.

PATIENT COMPLAINT RIGHTS

The patient has a right to register a complaint against EPS SURGICAL CENTER, LLC, In writing or by calling:

EPS Surgical Center, LLC
Attn: Terri Delee, RN, Director of Surgical Services Services
1457 Scott Blvd.
Decatur, GA 30030
(404) 292-2500

The patient should provide the physician or the Director of Surgical Services the specific nature of the complaint and the name and address of the person making the complaint.

If the complaint is not resolved to the patient's satisfaction he/she has a right to file a grievance with the following entities concerning the physician, staff, and or the treatment received while a patient of EPS SURGICAL CENTER, LLC

The patient should call or send a written complaint to:

Complaints against the surgery center:

Office of Regulatory Services
Attn: Complaints Unit
2 Peachtree St., N.W.
Atlanta, GA 30303-3142
(404) 657-5700

Complaints against the physician:

Composite State Board of Medical Examiners
Attn: Gladys Henderson, Complaints Unit
2 Peachtree Street, N.W. 36th Floor
Atlanta, Georgia 30303
Telephone: 404-657-6487

Complaints against nursing staff:

Professional Licensing Boards Division
Georgia Board of Nursing
237 Coliseum Drive
Macon, GA 31217-3805
(478) 207-1640

General Information

Georgia Medical Care Foundation

Office of the Medicare Beneficiary Ombudsman
1-800-982-0411

Web site for Medicare
www.medicare.gov

The law requires the board to respond in writing to all complaints within 60 days.

Patient Responsibilities

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities are to be presented to the patient in the spirit of mutual trust and respect:

- The patient has the responsibility to provide accurate and complete information concerning present complaints, past illnesses and hospitalizations and other matters relating to his/her health.
- The patient is responsible for making it known whether the planned surgical procedure, risks and benefits and alternative treatments have been explained and are understood.
- The patient is responsible for following the treatment plan established by the physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the facility or physician when he/she is unable to do so. The patient accepts full responsibility for refusal of treatment and not following physician's recommendations.
- The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
- The patient is responsible for following facility policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and facility personnel
- The patient is responsible for being respectful of his/her personal property and that of other persons in the facility.