

The Eye MDs: George, Strickler & Lazer, PLLC
Physicians Outpatient Surgery Center, Ltd.

PATIENT RIGHTS AND RESPONSIBILITIES

Care without Discrimination or Reprisal. The patient always has the right to considerate, competent, professional, respectful care, and dignity from all members of our clinic and surgery center staff at all times and under all circumstances in a safe setting. The patient will never be discriminated against in the provision of health care benefits covered in their policy and/or as required by law based on current or anticipated mental or physical disability, sexual orientation, genetic information, source of payment, race, ethnicity, national origin, sex, age, or their personal, cultural and religious beliefs. In all situations or cases, the patient has the right to be free from abuse, harassment or reprisal.

The Right to Information. The patient has the right to receive accurate, easily understood information to assist them in making informed decisions about health plans, facilities and professionals. The patient also has the right to obtain complete, current information from the physician or providers. The patient will be informed regarding their condition or illness. This includes evaluation, diagnosis, treatment or procedure and the expected outcome before it is performed, prognosis, discharge, follow-up and preventative care in terms the patient and/or caregiver can easily understand. If a patient is adjudged incompetent under state law to act on their own behalf, then it is not medically advisable to give such information to the patient, and the information will be made available to an appropriate person on their behalf. If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law. The patient has the right to know, by name, the physician responsible for their care.

The Right to Choose. The patient has the right to receive from their provider information necessary to give informed consent prior to the start of any examination, test, procedure and/or treatment and given the opportunity to participate in decisions involving their health care. Except in emergencies, such information for informed consent will include, but not necessarily be limited to, the specific test, procedure and/or treatment, the medically significant risk(s) involved and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist or when the patient requests information for medical alternatives, the patient has the right to know the alternatives. The patient has the right to refuse treatment and/or change providers and be informed of the medical consequences of their actions.

The Right to Privacy. The patient has the right to every consideration of their privacy concerning their own medical care program. Case discussion, consultation, examination and treatment are confidential and will be conducted discreetly. Those not directly involved in the patient's care must have the patient's permission to be present. The patient has the right to expect all communications and records pertaining to their care to be treated as confidential. The patient always has the right to personal privacy, including at check-in and in evaluation and treatment areas.

Access to Emergency Services. The patient has the right to access emergency health services when and where the need arises. The patient has the right to expect that, within its capacity, the clinics and the surgery center will provide evaluation, service and/or referral as indicated by the urgency of the case. When medically permissible, the patient may be transferred to an alternate facility only after they have received complete information and explanation concerning the needs for and the alternatives of such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.

Right to Facility Information/Physician Ownership. The patient has the right to obtain information as to any relationship of our clinics and surgery center to other health care and educational institutions as far as their care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating them. The patient has a right to know our clinic and surgery center rules and regulations and how they apply to their conduct as a patient. Dr. David George and Dr. Zane Lazer have a financial interest in this surgery center.

Research. The patient has the right to be advised if the clinic(s) or surgery center propose to engage in or perform human experimentation affecting race, ethnicity, national origin, sex, age, their care or treatment. The patient has the right to refuse such research projects.

Billing for Services. The patient has the right to examine and receive an explanation of their clinic and surgery bills, regardless of the source of payment.

Right to Time Management. The patient has the right to expect good time management techniques to be implemented within the clinics and surgery center. Those techniques will make effective use of the time of the patient and avoid personal discomfort of the patient.

Service Animals. Service animals are permitted in the building, however not in the operating room.

The Right to Speedy Complaint Resolution. The patient has the right to a fair and efficient process for resolving differences with their health plans, health care providers, and the institutions that serve them, including a rigorous system of internal review and an independent system of external review. We honor the patient's right to voice grievances and concern(s) regarding their treatment or care that is (or fails to be) furnished. The patient is welcome to discuss the concern(s) with their caregiver. The physicians, nurses, and entire staff at The Eye MDs: George, Strickler and Lazer, PLLC and Physicians Outpatient Surgery Center, Ltd. are committed to assure your reasonable care. Should you have a complaint or grievance related to either entity, please feel free to contact:

The Eye MDs Administrator: 1-800-758-3937

Physicians Outpatient Surgery Center Clinical Director: 1-888-547-1222

If your complaint or grievance is not resolved to your satisfaction, your concerns may be reported to the following agencies:

Services Received in West Virginia:

WV Bureau for Public Health, Phone: 1-304-558-2971
Room 702, 350 Capitol Street
Charleston, WV 25301

Services Received in Ohio:

Ohio Department of Health, Phone: 1-800-669-3534
246 North High Street
Columbus, Ohio 43215

Accreditation Association for Ambulatory Health Care, Inc. (AAAHHC)
3 Parkway North, Suite 201
Deerfield, Illinois 60015

Medicare Beneficiary Ombudsman:

<http://www.medicare.gov/claims-appeals/how-to-file-a-complaint-grievance>

Presentation of a complaint or grievance will never compromise your care under any circumstances.

Taking on New Responsibilities. In a health care system that affords patient rights and protections, the patient must also take greater responsibility for maintaining good health. The patient should provide a responsible adult to transport them home from the office if eyes are dilated and from the surgical facility for ALL surgeries and to remain with them or as directed by the provider. The patient should be respectful of all the health providers and staff, as well as other patients and visitors. The patient should report unexpected changes in their condition to the health care provider.

Patient Participation. It is the patient's responsibility to fully participate in decisions involving their own health care and to accept the consequences of these decisions if complications occur, except when such participation is contraindicated. The patient is expected to follow up on their doctor's instructions, take medications as prescribed, and ask questions concerning their own health care as they feel necessary. If the patient fails to follow their healthcare provider's instructions, or if the patient refuses care, the patient is responsible for their own actions. The patient should provide to the best of their knowledge, accurate and complete information about their health, present complaints, past illnesses, hospitalizations, any medications, including over-the-counter products and dietary supplements, any allergies or sensitivities, and other matters relating to their health.

Financial Obligations. Accept personal financial responsibility for any charges not covered by their insurance.

Advance Directives. It is the policy of The Eye MDs, Ohio Valley Eye Physicians & Surgeons, PLLC and Physicians Outpatient Surgery Center, Ltd. to assess for Advance Directives upon patient arrival at our facilities. Due to the elective nature of services and procedures performed by our physicians and staff, it is our policy to initiate all lifesaving measures and arrange emergency transportation to the hospital for any patient requiring acute emergency

resuscitative interventions. For more information regarding Advance Directives, visit the American Bar Association's Website at:

<http://www.abanet.org/aging/toolkit/home>.

The patient should provide a copy of information that you desire us to know about such as durable power of attorney, healthcare surrogate, or another advance directive.