

SURGERY CENTER STATEMENT OF PATIENT RIGHTS

As a patient of Founders Surgery Center you have the right to:

- Privacy and security of self and belongings during the delivery of patient care services.
- Become informed of your rights as a patient in advance of, or when discontinuing, the provision of care. You may appoint a representative to receive this information should you so desire.
- Exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for care or any other act of discrimination and without any reprisal.
- Considerate and respectful care, provided in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation.
- Have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected. To assure these preferences are identified and communicated to staff, a discussion of these issues will be included during the initial nursing pre-op interview.
- Access protective and advocacy services or have these services accessed on your behalf.
- Appropriate assessment and management of pain.
- 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.
- Knowledge of the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and healthcare providers who will see you. You have the right to change physicians if other qualified physicians are available.
- Receive information from your physician about your illness, course of treatment, outcomes of care (including unanticipated outcomes) and your prospects for recovery in terms you can understand in a manner that facilitates understanding. As appropriate, communications specific to the vision, speech, hearing cognitive and language-impaired patient will be appropriate for the impairment.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse the course of treatment.
- Actively participate in decisions regarding your medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- Be informed of the Founders Surgery Center policy and state regulations regarding Advance Directives.
- Full consideration of privacy concerning your medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted

Patient Responsibilities

- **The care a patient receives depends partially on the patient. Therefore, in addition to these rights, a patient has certain responsibilities, as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect.**
- You have the responsibility to provide accurate and complete information concerning your present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- You are responsible for reporting perceived risks in your care and unexpected changes in your condition to the responsible practitioner.
- You and your family are responsible for asking questions about your condition, treatments, procedures, clinical laboratory and other diagnostic test results.
- You and your family are responsible for asking questions when you do not understand what you have been told about your care or what you are expected to do.
- You and your family are responsible for immediately reporting any concerns or errors you may observe.
- You are responsible for following the treatment plan established by your physician, including the instructions of nurses and other health professionals as they carry out physician's orders.
- You are responsible for keeping appointments and for notifying the Surgery Center or physician when you are unable to do so.
- You are responsible for your actions should you refuse treatment or not follow your physician's orders.
- You are responsible for being considerate of the rights of other patients and Surgery Center personnel.
- You are responsible for being respectful of your personal property and that of other people in the Surgery Center.
- You are required to have a responsible adult (18 years of age or older) drive you home and stay with you for the period of time directed by your physician. If your procedure is an endoscopy or minor surgical procedure expected to last sixty (60) minutes or less, your driver must prepare to stay on the premises for the duration of your stay at the Surgery Center.

Advance Directive

It is the responsibility of Founders Surgery Center to verify if a patient has an Advance Directive, or, upon request, provide information concerning Advance Directives. The term 'Advance Directive' includes a Durable Power of Attorney for Healthcare Decisions, a Declaration under the Kansas Natural Death Act (also known as a 'Living Will') and a DNR (Do-Not-Resuscitate) Directive.

A Surgery Center nurse will call you the day before surgery to ask if you have an Advance Directive. If your reply is “yes”, the Advance Directive process will be as follows:

- All patients have the right to participate in their own health care decisions and to make an Advance Directive which authorizes others to make such decisions when the patient is unable to make or communicate them.
- You will be asked to bring a copy of the Advance Directive the day of your surgery. This will become part of your medical record.
- Before the scheduled procedure, your physician will discuss the specifics of your procedure and answer questions pertaining to risks, expected recovery and care after your surgery.
- You understand and agree that in the event of an unexpected or adverse incident during your procedure medical and nursing staff will attempt to resuscitate you and that you could be transferred to an acute care hospital for further evaluation.
- At an acute care hospital, further medical treatment or withdrawal or withholding of life sustaining medical treatment will be considered in accordance with the patient's wishes as expressed verbally or in an Advance Directive.
- A patient's agreement with this policy does not revoke or invalidate any current health care Advance Directive.

If you would like to consider Advance Directive forms or if you have questions about your Advance Directive(s), please contact your physician's office, your private attorney, or you can ask us. We will provide information the day of your procedure.

Additional resources for information are:

Wichita Bar Association
225 North Market #200
Wichita, KS 67202
Ph : 316-263-2251

Kansas Bar Association
1200 SW Harrison St
Topeka, KS 66612
Ph: 785-234-5696
Fax: 785-234-3813

**Your local Extension
Office**

Your Rights and Protections Against Surprise Medical Bills

When you get emergency care or are treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from surprise billing or balance billing.

What is "balance billing" (sometimes called "surprise billing")?

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, such as a copayment, coinsurance, and/or a deductible. You may have other costs or have to pay the entire bill if you see a provider or visit a health care facility that isn't in your health plan's network.

"Out-of-network" describes providers and facilities that haven't signed a contract with your health plan. Out-of-network providers may be permitted to bill you for the difference between what your plan agreed to pay and the full amount charged for a service. This is called "balance billing." This amount is likely more than in-network costs for the same service and might not count toward your annual out-of-pocket limit.

Balance billing (or surprise billing) happens when you're charged the difference between what your health plan pays and what the provider charges. This can happen unexpectedly in emergencies or when you're treated at an in-network facility by an out-of-network provider.

"Surprise billing" is an unexpected balance bill. This can happen when you can't control who is involved in your care-like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider.

You are protected from balance billing for:

Emergency Services: If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most the provider or facility may bill you is your plan's in network cost-sharing amount (such as copayments and coinsurance). You **can't** be balance billed for these emergency services. This includes services you may get after you're in stable condition, unless you give written consent and give up your protections not to be balanced billed for these post-stabilization services.

Certain services at an in-network hospital or ambulatory surgical center

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers may bill you is your plan's In-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers can't balance bill you and may not ask you to give up your protections not to be balance billed.

General Post-Op Instructions

Diet

You will be given specific instructions by your surgeon, following surgery, that will guide you to begin with liquids and light foods then progress to a regular diet. Fast food, as well as greasy food, should not be consumed until the day after surgery to help prevent nausea. It is a good idea to drink plenty of fluids for the first few days following surgery. You should always take your pain medication after eating something, even if it is a cracker or piece of bread/toast.

Activity

After surgery there is a fine line between going home to take it easy versus being up and around. While it is important to rest following surgery, you should get up several times during the day to go to the bathroom and to the table for meals. This activity will help to prevent blood clots in your legs and will help your bowels and bladder to function better. Please be aware that anesthesia the day of surgery as well as pain medication may affect your balance and caution should be used when walking. You should not participate in any exercise without authorization from your surgeon.

Sequential Compression Devices (SCDs)

In the event you have qualified for SCD sleeves, your surgeon will provide you with instructions for use that these should be used for seven (7) days while you are sitting or lying down to help prevent blood clots in your legs. Please remove them before you walk anywhere. It will be your responsibility to return the machine to the company. Instructions will be given to you either by the nurse of the company. FedEx will pick up the device and return it to the company.

Bladder

In order for you to be able to urinate adequately, plenty of fluids should be consumed. If you are unable to urinate, please contact your surgeon or go to an emergency room.

Bowels

Narcotic pain medication can cause constipation. Drinking plenty of fluids and getting up and walking around will help alleviate some constipation. If you still have no bowel movement within 24 hours of your procedure, contact your surgeon.

Decreasing Risk of Infection

Infection is one risk of having surgery. We take steps to decrease hospital-acquired infections as part of our effort to promote high quality care. The sicker you are before surgery, the higher your risk of infection.

Here are easy ways you and family can help:

Wash your hands

Hand washing is the most important way to decrease the spread of infection. Start by requesting everyone who touches you to wash their hands.

How to wash your hands

- Use soap and warm water, or, if your hands do not appear dirty, an alcohol-based hand sanitizer.
- Rub your palms, fingernails, between your fingers and the backs of your hands for at least 15 seconds--the time it takes to sing "Happy Birthday" twice.

When to wash your hands

- Before touching or eating food
- After touching surfaces in a hospital room
- After changing a diaper
- Before entering and after leaving a hospital room
- After using the bathroom
- After coughing and sneezing
- After touching the dressing on a wound

Cover your mouth and nose

Keep tissues handy when you sneeze or cough. Germs can travel more than three (3) feet. If you do not have a tissue, cover your mouth and nose with the bend of your elbow or hands. Remember to wash your hands after coughing, sneezing or touching a tissue.

If you are sick, avoid contact with others

Do not shake hands or touch others. If you are in isolation for a contagious illness, such as flu, encourage visitors to limit their hospital visits.

Make sure your vaccinations are current

The chance of a surgical site infection is greater if:

- You have a weak immune system
- You are already fighting an infection
- You have diabetes, cancer or kidney disease

- Your surgery lasts longer than three (3) hours
- Your surgery is done in an emergency due to trauma

To lower your risk of infection:

- If you are diabetic, talk to your doctor about how to improve the control of your blood sugar. High blood sugars increase the risk of infection.
- Stop smoking, preferably at least one month before scheduled surgery. Smoking decreases blood flow and oxygen to the wound, which slows healing.

FSC Decreasing Your Risk of Infection, Updated 12.22.23

GRIEVANCE PROCESS

The nursing and medical staff of Founders Surgery Center are committed to providing excellent care to every patient. It is our intent that all patients receive a level of care that exceeds their environmental, psychological and physical needs. We encourage you to inform us if you feel such needs were not met. You may initiate a grievance verbally or by sending a written report to:

Founders Surgery Center

Attention: Administrator

1961 N Founders Circle

Wichita, KS 67206

Phone: 316-469-7628

A written notice of response will be provided to each grievance. If resolution of your complaint is not met to your satisfaction, you may contact:

Kansas Department of Health and Environment

1100 SW Jackson Street, Suite 330

Topeka, KS 66612-1365

Phone: 800-842-0078

OR

Medicare Beneficiary Ombudsman

The Medicare Ombudsman's purpose is to ensure Medicare beneficiaries receive the information and help they need to understand their Medicare options and to apply their

Medicare rights and protections. Please see this website for additional information:

<https://www.medicare.gov/basics/your-medicare-rights/get-help-with-your-rights-protections>