

**HACIENDA SURGERY CENTER**  
**4626 Willow Road Suite 100 Pleasanton, CA 94588 (925) 734-6744**

**PATIENT RIGHTS**

1. Receive access to equal medical treatment and accommodations regardless of race, creed, sex, national origin, religion or sources of payment for care.
2. Be fully informed and have complete information, to the extent known by the physician, regarding diagnosis, treatment, procedure and prognosis, as well as the risks and side effects associated with treatment and procedure prior to the procedure.
3. Exercise his or her rights without being subjected to discrimination or reprisal.
4. Voice grievances regarding treatment or care that is (or fails to be) furnished.
5. Personal privacy.
6. Receive care in a safe setting.
7. Be free from all forms of abuse or harassment.
8. Receive the care necessary to regain or maintain his or her maximum state of health and if necessary, cope with death.
9. Expect personnel who care for the patient to be friendly, considerate, respectful and qualified through education and experience, as well as perform the services for which they are responsible with the highest quality of services.
10. Be fully informed of the scope of services available at the facility, provisions for afterhours care and related fees for services rendered.
11. Be a participant in decisions regarding the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or patient's surrogate other legally designated person.
12. Make informed decisions regarding his or her care.
13. Refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal. The patient accepts responsibility for his or her actions including refusal of treatment or not following the instructions of the physician or facility.
14. Approve or refuse the release of medical records to any individual outside the facility, or as required by law or third party payment contract.
15. Be informed of any human experimentation or other research/educational projects affecting his or her care of treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.
16. Express grievances/complaints and suggestions at any time.
17. Access to and/or copies of his/her medical records.

18. Be informed as to the facility's policy regarding advance directives/living wills.
19. Be fully informed before any transfer to another facility or organization and ensure the receiving facility has accepted the patient transfer.
20. Express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
21. Expect the facility to agree to comply with Federal Civil Rights Laws that assure it will provide interpretation for individuals who are not proficient in English.
22. Have an assessment and regular assessment of pain.
23. Education of patients and families, when appropriate, regarding their roles in managing pain.
24. To change providers if other qualified providers are available.

If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.

If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state laws may exercise the patient's rights to the extent allowed by state law.

**PATIENT RESPONSIBILITIES**

1. Be considerate of other patients and personnel and for assisting in the control of noise, eating and other distractions.
2. Respecting the property of others and the facility.
3. Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her.
4. Keeping appointments and, when unable to do so for any reason, notifying the facility and physician.
5. Providing care givers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition, or any other patient health matters.
6. Observing prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeit of care at the facility.
7. Promptly fulfilling his or her financial obligations to the facility.
8. Identifying any patient safety concerns.
9. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.

## ADVANCE DIRECTIVE NOTIFICATION

All patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. Hacienda Surgery Center respects and upholds those rights.

Our team is dedicated to delivering the highest quality care in a safe environment that places the patient at the center of our care. We respect your rights to participate in make decisions regarding your care and self determination and will carefully consider your requests. After careful consideration and reviewing the applicable state regulation the leadership of the facility has established a policy to initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. The majority of procedures performed at Hacienda Surgery Center are considered to be of minimal risk, hence the risk of you needing such measures are highly unlikely. At the acute care hospital, further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, advance directive, or health care power of attorney.

You have the option of proceeding with care at our facility or having the procedure at another location that may not set the same limitations. Having been fully informed of our Statement of Limitations, you choose to proceed with your procedure at Hacienda Surgery Center.

If you wish to complete an Advance Directive, copies of the official State forms are available at our facility.

If you do not agree with this facility's policy, we will be pleased to assist you in rescheduling your procedure.

## PATIENT COMPLAINT OR GRIEVANCE

To report a complaint or grievance you can contact the facility Administrator by phone at **(925) 734-6744** or by mail at:

**Hacienda Surgery Center  
4626 Willow Road Ste 100  
Pleasanton, CA 94588**

Complaints and grievances may also be filed through:

**Health Services Department  
Licensing & Cert. Div.  
P.O. Box 942732  
Sacramento, CA 94234-7320  
800-822-6222  
916-445-6979**

**OR**

**State of California, CMS Regional Office  
DHHS/CMS/DSC/CLIA  
90 7th Street, Suite 5-300 (5W)  
San Francisco, CA 94103-6707  
(415) 744-3696**

Medicare beneficiaries may receive information regarding their options under Medicare and their rights and protections by visiting the website for the Office of the Medicare Beneficiary Ombudsman at:  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

## DISCLOSURE OF OWNERSHIP

Hacienda Surgery Center is proud to have a number of quality physicians invested in our facility. Their investment enables them to have a voice in the administration of policies of our facility. This involvement helps to ensure the highest quality of surgical care for our patients. Your physician may or may not have a financial interest in this facility