

If the patient has Advance Directives which have been provided to the surgical center that impact resuscitative measures being taken, we will discuss the treatment plan with the patient and his/her physician to determine the appropriate course of action to be taken regarding the patient's care.

### **Complaints/Grievances**

If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

The following are the names and/or agencies you may contact:

Clinical Director: Erin Schueller, BSN, RN  
Waterfront Surgery Center  
1540 N. Lindberg Cir., Wichita, KS 67206  
316-334-1500

You may contact the state to report a complaint; Kansas Department of Health and Environment  
1000 SW Jackson  
Topeka, KS 66612  
Phone: 1-800-842-0078  
**State Web site:** <http://www.kdheks.gov/>

Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman.  
**Medicare Ombudsman Web site:**  
[www.medicare.gov/Ombudsman/resources.asp](http://www.medicare.gov/Ombudsman/resources.asp)  
**Medicare:** [www.medicare.gov](http://www.medicare.gov)  
or call 1-800-MEDICARE (1-800-633-4227)  
**Office of the Inspector General:**  
<http://oig.hhs.gov>

The TJC (The Joint Commission)  
mailing address:  
Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Fax: 630-792-5636  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
[http://www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)

**Disclosure of Ownership**  
**The Waterfront Surgery Center LLC**  
**is a Limited Liability Corporation (LLC),**  
**which is owned by:**  
**Dr. Kingrey**

Form 527 WSC (03/24)

### **If you need an interpreter:**

If you have someone who can translate confidential medical and financial information for you, please make arrangements to have them accompany you on the day of your procedure. If you will need an interpreter, **please let us know** and one will be provided for you. Language assistance services are available to you at Waterfront Surgery Center, LLC free of charge. To obtain services, call 1-316-334-1500.

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-316-263-6273.

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-316-263-6273.

**KOREAN:** 안내사항: 한국어를 사용하시는 경우, 한국어 통역 서비스를 무료로 이용하실 수 있습니다. 1-316-263- 6273 으로 전화해 주십시오.

**Japanese:** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-316-263-6273 まで、お電話にてご連絡ください。

如果您需要一名能够将您的医疗信息以及财务信息保密的具有职业道德的专业中文医学翻译(国语/广东话), 请致电 1-316-263-6273 告知我们以便能够为您安排一名翻译。联合眼耳鼻喉中心有限公司为您提供免费的语言协助服务。



## **Patient's Rights and Notification of Physician Ownership**

**1540 N. Lindberg Cir., Wichita, KS 67206**  
**Phone 316-334-1500**  
**Fax 316-334-1501**  
**ASC Hours 7am to 4 pm**

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**EVERY PATIENT HAS THE RIGHT TO BE TREATED AS AN INDIVIDUAL AND TO ACTIVELY PARTICIPATE IN AND MAKE INFORMED DECISIONS REGARDING HIS/HER CARE. THE FACILITY AND MEDICAL STAFF HAVE ADOPTED THE FOLLOWING PATIENT RIGHTS AND RESPONSIBILITIES, WHICH ARE COMMUNICATED TO EACH PATIENT OR THE PATIENT'S REPRESENTATIVE/SURROGATE PRIOR TO THE PROCEDURE/SURGERY.**

### **Patient's Rights**

- To receive treatment without discrimination as to race, color, religion, sex, national origin, disability, or source of payment.
- To receive considerate, respectful and dignified care.
- To be provided privacy and security during the delivery of patient care service.
- To receive information from his/her physician about his/her illness, his/her course of treatment and his/her prospects for recovery in terms that he/she can understand.
- To receive as much information about any proposed treatment or procedures as he/she may need in order to give informed consent prior to the start of any procedure or treatment.

- When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient, or to a legally authorized person.
  - To make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment. If treatment is refused, the patient has the right to be told what effect this may have on their health, and the reason shall be reported to the physician and documented in the medical record.
  - To be free from mental and physical abuse, or exploitation during the course of patient care.
  - Full consideration of privacy concerning his/her medical care. Case discussion, consultation, examination and treatment are confidential and shall be conducted discretely.
  - Confidential treatment of all communications and records pertaining to his/her care and his/her stay in the facility. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care. The facility has established policies to govern access and duplication of patient records.
  - To have care delivered in a safe environment, free from all forms of abuse, neglect, harassment or reprisal.
  - Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.
  - Be informed by his/her physician or a delegate of his/her physician of the continuing health care requirements following his/her discharge from the facility.
  - To know the identity and professional status of individuals providing services to them, and to know the name of the physician who is primarily responsible for coordination of his/her care.
  - To be informed of their right to change providers if other qualified providers are available.
  - To know which facility rules and policies apply to his/her conduct while a patient.
  - To have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient. All personnel shall observe these patient's rights.
  - To be informed of any research or experimental treatment or drugs and to refuse participation without compromise to the patient's care. The patient's written consent for participation in research shall be obtained and retained in his/her patient record.
  - To examine and receive an explanation of his/her bill regardless of source of payment.
  - To appropriate assessment and management of pain.
  - To be advised if the physician providing care has a financial interest in the surgical center.
- Patient Responsibilities**
- To provide complete and accurate information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
  - To follow the treatment plan prescribed by their provider, including pre-operative and discharge instructions.

- To provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.
- To inform their provider about any living will, medical power of attorney, or other advance healthcare directive in effect.
- To accept personal financial responsibility for any charges not covered by their insurance.
- To be respectful of all the healthcare professionals and staff, as well as other patients.

**Rights and Respect for Property and Person**

**The patient has the right to:**

- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice a grievance regarding treatment or care that is, or fails to be, furnished.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Confidentiality of personal medical information.

**Privacy and Safety**

**The patient has the right to:**

- Personal privacy.
- Receive care in a safe setting.
- Be free from all forms of abuse or harassment.

**Advance Directives**

An "Advance Directive" is a general term that refers to your instructions about your medical care in the event you become unable to voice these instructions yourself. Each state regulates advance directives differently. State laws regarding Advanced Directives are found

in Kansas Statutes Chapter 65, Article 28.101-109. In the state of Kansas, a patient has the right to make decisions about their healthcare through a written document that tells doctors and health care providers how you would want medical decisions you have made to be carried out. An Advance Directive will allow you to make decisions about your future health care if you are not able to make those decisions at the time treatment is recommended. It also tells your doctor and loved ones what treatment you want or do not want. There are two basic kinds of Advance Directives: living wills and durable power of attorney for health care decisions. [http://kansasstatutes.lesterama.org/Chapter\\_65/Article\\_28/#65-28,101](http://kansasstatutes.lesterama.org/Chapter_65/Article_28/#65-28,101)

You have the right to informed decision making regarding your care, including information regarding Advance Directives and this facility's policy on Advance Directives. Applicable state forms will also be provided upon request. A member of our staff will be discussing Advance Directives with the patient (and/or patient's representative or surrogate) prior to the procedure being performed.

Waterfront Surgery Center respects the right of patients to make informed decisions regarding their care. The Center has adopted the position that an ambulatory surgical center setting is not the most appropriate setting for end of life decisions. Therefore, it is the policy of this surgical center that in the absence of an applicable properly executed Advance Directive, if there is deterioration in the patient's condition during treatment at the surgical center, the personnel at the center will initiate resuscitative or other stabilizing measures. The patient will be transferred to an acute care hospital, where further treatment decisions will be made.