



East Paris Surgical Center wants you to have the best possible care. We want you to know what your rights are as a patient, as well the obligations of this surgical center, its staff and the physicians. We encourage you to talk openly with those involved in your care.

- Patients are treated with respect, consideration and dignity.
- Patients are provided appropriate privacy, personal, during check-in and throughout the evaluation and treatment areas.
- Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. 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.
- Patients adjudged incompetent under applicable State 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 or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
- Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Patients have the right to know what their responsibilities are and how they are to conduct themselves as explained under Patient Responsibilities.
- Patients have a right to know what services are available at East Paris Surgical Center.
- Patients have a right to know what provision(s) are available for after-hours and emergency care.
- Patients have the right to examine and receive an explanation of their bill, regardless of the source of payment.
- Patients have the right to receive care in safe setting.
- Patients have the right to know, in advance, the expected amount of his/her bill, regardless of the source of the payment.
- Patients have the right to know what the payment policies are for East Paris Surgical Center.
- Patients have the right to know if any experimental research will be done during his / her treatment and have the right to refuse it.
- Patients have the right to information regarding the credentials of health care professionals involved in their care or treatment.
- Patients have the right to be informed of any persons other than routine personnel who will observe in his / her treatment, and to refuse that observation.
- Patients have the right to change their provider if other qualified providers are available.
- Patients have the right to be free from all forms of abuse, harassment, discrimination or reprisal.



- Patients have the right to be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Patients have the right to be informed or, as appropriate, the patient's representative of the patient's right to make informed decisions regarding the patient's care.
- Patients have the right to refuse treatment and be informed of the consequences of his / her actions.
- Patients have the right to exercise his / her rights without being subjected to discrimination or reprisal.
- Patients have the right to be free from any act of discrimination, reprisal as well as all forms of abuse or harassment.
- Patients have the right to expect quality care and service from East Paris Surgical Center in a safe setting.
- Patients have the right to voice grievances regarding treatment or care that is (or fails to be) furnished.
- Patients have the right to have interpretation services available if necessary.
- Patients have the right to voice grievances regarding treatment or care that is (or fails to be) furnished.

PATIENTS and/or PATIENT REPRESENTATIVES

1. **State of Michigan Facility Complaints-** The State of Michigan investigates complaints regarding health facility safety, quality of care, and licensing violations. This is the direct online intake form used for Michigan ambulatory surgery centers.
 - **Agency Name:** Michigan Department of Licensing and Regulatory Affairs (LARA)
 - **Bureau:** Bureau of Survey and Certification (BSC)
 - **Toll-Free Complaint Hotline:** 1-800-882-6006
 - **Direct Online Complaint Portal:** lara.state.mi.us
 - **Mailing Address:**
 - i. **Department of Licensing & Regulatory Affairs**
Bureau of Survey and Certification – Complaint Intake Section
P.O. Box 30838
Lansing, MI 48909
2. **Medicare / CMS Complaints-** For health facility conditions and quality of care issues at an ambulatory surgery center, the Centers for Medicare & Medicaid Services (CMS) directs beneficiaries to file through the State Survey Agency (LARA listed above). However, general Medicare complaints or coverage rights violations can be initiated directly with Medicare.
 - **Agency Name:** Centers for Medicare & Medicaid Services (CMS)
 - **Toll-Free Phone Line:** 1-800-MEDICARE (1-800-633-4227)
 - **TTY Users Phone Line:** 1-877-486-2048



- **Direct Online Complaint Form:** <https://www.medicare.gov/my/medicare-complaint>

3. Medicare Beneficiary Ombudsman- The Medicare Ombudsman helps ensure patient rights are protected and reviews issues that have not been adequately resolved through standard Medicare complaint processes. Patients may review their programmatic rights online or ask a 1-800-MEDICARE representative to escalate their unresolved inquiry directly to the Ombudsman.

- **Office Name:** CMS Medicare Beneficiary Ombudsman (MBO)
- **How to Escalate via Phone:** Call 1-800-633-4227 and explicitly ask the agent to submit your unresolved complaint to the Ombudsman.
- **Ombudsman General Web Resource:** <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>
- **Ombudsman Rights and Help Portal:** <https://www.medicare.gov/basics/your-medicare-rights/get-help-with-your-rights-protections>

OWNERSHIP: East Paris Surgical Center, LLC is owned by the following physicians:
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