

PATIENT RIGHTS & RESPONSIBILITIES

Los Gatos Spinal Diagnostics, Inc, dba Spine & Sports Surgery Center believes that mutual understanding between patients and their health care providers contributes to positive patient outcomes and enhances patient satisfaction. All Patients have certain rights in the ambulatory surgery setting; accompanying all rights, however, are inherent responsibilities.

The patient has the right to:

Respect and Nondiscrimination

- Patients have the right to be treated with respect, compassion and consideration in a clean and safe environment. Patients are treated with dignity, and without discrimination on the basis of race, color, religion, sex, national origin, disability, sexual orientation, marital status, cultural, economic, educational, or religious background or the source of payment for care.
- Receive considerate care that respects your value and belief system.
- Expect, within the capacity of this facility, a reasonable response to a request for services.

Information & Participation in Treatment Decision

- Patients have the right to information about their evaluation, illnesses, diagnosis, treatment, potential outcomes and aftercare requirements in terms you can understand.
- The qualification and training of health care professionals serving them.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment.

Except in emergencies, this information shall include a description of the procedure or treatment and the medically significant risks involved.

- Be advised of proposed experimental treatment by the healthcare professional and to refuse in such participation in experimental research affecting their care.
- The right to obtain information concerning the relationship to other healthcare and education institutions involved in their care, as well as any professional relationships among individuals involved in their treatment.
- All patient rights apply to the person who may have legal responsibility to make decision regarding medical care on behalf of the patient.
- Participate actively in decisions regarding your medical care to the extent permitted by law, including the right to refuse treatment.
- The right to change physicians at any time if desired.
- The right to reasonable continuity of care.
- Communicate with people inside and outside the facility. If a language barrier is an issue, you have the right to access to an interpreter. If you have a hearing impairment, you should have access to a Telecommunication Device for the Deaf or a sign language interpreter.
- The right to be informed of expected costs of services and to examine and receive and explanation of their bill.

Privacy and Confidentiality

- Patients have the right to every consideration of personal privacy. Case discussion, consultation, examination and treatment are conducted so as to protect each patient's privacy. You have the right to be advised to whom is directly involved the treatment of your care.
- The right to confidentiality of all communication and records regarding their care.

Patient Responsibilities:

- Providing, to the best of your knowledge an accurate and complete description of your present medical condition and past medical history, including past illnesses, medications and hospitalizations.
- Making an effort to understand your healthcare needs and asking your physician or other members of the healthcare team for information relating to your treatment.
- Reporting any changes in your condition to your physician and indicating whether you understand a suggested course of action.
- Informing those who treat you whether or not you think you can and want to permit or decline specific treatment.
- Taking responsibility for your well being if you do not follow the practitioner's instructions or refuse treatment.
- Following the Center's policies which affect patient care and conduct.
- Abiding by local, state and federal laws.
- Keeping appointments and cooperating with your physicians and others caring for you.
- Meeting your financial commitment to Spine & Sports Surgery Center
- Being considerate of other persons and upholding the rights of all patients as observed by Spine & Sports Surgery Center.

If you have a Complaint or Concern:

The Administration of Spine & Sports Surgery Center is committed to protecting the patients' rights and providing quality care. If you have any complaints or concerns, please ask to speak to the manager. If you are not able to resolve your concerns, please direct them to the Clinical Director at:

429 Llewellyn Ave
Campbell, CA 95008
(408) 378-6773

Spine & Sports Surgery Center is accredited by the Accreditation Association for Ambulatory Health Care, INC. Any concerns regarding services provided at Spine & Sports Surgery Center can be directed in writing to the AAHC at 5250 Old Orchard Road, Suite 200, Skokie, IL 60077 or by phone at 847-853-6060, or fax 847-853-9028.