

Connecticut Orthopaedic Surgery Center, LLC

As a state licensed outpatient surgery center and in accordance with State and Federal regulations, the Connecticut Orthopaedic Surgery Center, LLC ensures all patients are properly informed on the following information, prior to their scheduled surgical procedure.

Patient Rights and Responsibilities Discrimination Policy Grievance Policy HIPAA / Privacy practices Advance Directives Physician Ownership.

Patient Rights

- Considerate, dignified, and respectful care in a safe, comfortable environment.
- Personal privacy and confidentiality.
- Be free from all forms of abuse or harassment.
- Know the names of health care providers and their role in your care.
- Treatment by compassionate, skilled, qualified health professionals.
- Be informed about and participate in your care and treatment plans.
- Make informed decisions.
- Timely information regarding facility policy that may limit its ability to implement a legally valid advance directive.
- Refuse treatment as allowed by laws.
- Be free from any act of discrimination or reprisal.
- Evaluation, service and/or referral as indicated by the urgency of the case.
- To be transferred to another facility when medically necessary with explanation concerning this need, its risks and alternatives, as well as acceptance by the institution of transfer in advance of such transfer.
- •The right to consent or decline to participate in proposed research studies or

human experimentation affecting care or treatment.

- Be free of all forms of abuse or harassment.
- Review and obtain copies of your medical records.
- Receive treatment in an environment that is sensitive to your beliefs, values and culture.
- Be informed about the care you will need after discharge.
- The right to know your physician may have ownership in the center.
- The right to file a verbal and/or written grievance as outlined in the Grievance Policy.

Patient Responsibilities

- Give us complete information about your medical history, including any medications you may be taking.
- Tell us what you need. If you do not understand your care plan, ask questions.
- Be part of your care.
- To follow up on your doctor's instruction, take medication when prescribed, to make follow-up appointments as directed, and ask questions concerning your own health care as necessary.
- To fully participate in decisions involving your own health care and to accept the consequences of these decisions if complications occur.
- If you are not satisfied with your care, please tell us how we can improve.
- •Be considerate of the rights of other patients, families, and facility personnel.
- Give us any insurance information we need to help get your bill paid and fulfill financial obligations to the Center.

GRIEVANCE PROCEDURE

Please contact the following with any concerns or complaints related to your experience at the surgery center. Complaints are reviewed and acted upon as they are received.

Administrator: Mauro Cicchetti

Connecticut Orthopaedic Surgery Center, LLC
205 Sub Way
Milford, Ct. 06461
860-446-7800

The patient, family member, and visitor to the facility may contact the following if not satisfied with the outcome of their complaint:

Connecticut Department of Public Health

410 Capitol Avenue
Hartford, CT 06134-0308
1.800.509.7400
TTY 860.509.7179

Medicare Ombudsman

1-800-633-42273
www.medicare.gov/claims-and-appeals/index.html
AAHC 847-853-6060

ADVANCE DIRECTIVES

The facility will always attempt to resuscitate a patient and transfer that patient to a hospital in the event their condition deteriorates. The center will make every reasonable attempt to obtain and file in the patient's medical record copies of the following existing documents:

- Appointment of a Health Care Representative
- Living Will and Health Care Instructions
- Documentation of Anatomical Gift
- Conservator of the Person for My Future Incapacity.

If an emergency transfer did occur, all chart information would be copied and sent with the patient to the hospital, including the patient's information regarding Advance

Directives, if given to the facility by the patient on admission.

Discrimination – Policy

The facility does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, or sex.

The facility provides free aids and services for disabilities as follows:

- Qualified sign language interpreters
- Written information in other formats (large print, electronic formats, etc.)

The Center provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-860-446-7800.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-860-446-7800

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-860-446-7800

Patients who believe that the facility has failed to provide these services may file a complaint with the either in person or by mail, fax or email. (See Grievance Procedure)

Patients can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>

HIPAA PRIVACY PRACTICES

The facility has adopted a Patient Privacy Plan to comply with the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), and applicable security and privacy regulations, as well as our duty to protect the confidentiality and integrity of confidential medical information as required by law, professional ethics, and accreditation requirements. This policy applies to all personnel of the Facility.

IF you feel that your privacy protections have been violated, you may submit a written complaint with the facility or with the Department of Health and Human Services, office of Civil Rights. (See Grievance Procedure)

PHYSICIAN OWNERSHIP

The following physicians and entities have ownership in this facility:

The Physicians of Connecticut Orthopaedic Specialists
Dr Mark P. Altman, MD
Martin Pressman DPM
David Novicki DPM
Jesse Parks DPM



Patient Compliance Brochure

Connecticut Orthopaedic
Surgery Center, LLC
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