

PATIENT RESPONSIBILITIES

The Responsibilities of patient(s) at the Surgery Center include, but are not limited to:

- Good communication is essential to a successful physician-patient relationship. To the extent possible, patients have a responsibility to be truthful and to express their concerns clearly to their physicians.
- Providing, to the best of your knowledge, an accurate and complete description of your present condition and past medical history, including past illnesses, medications including over the counter products and dietary supplements, allergies and sensitivities and hospitalizations.
- Follow the treatment plan prescribed by his/her provider.
- Informing provider about any living will, medical power of attorney and/or other directive that could affect your care.
- Providing a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.
- Making an effort to understand your health care needs and asking your physician or other members of the health care 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.
- Following and 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 Glendale Surgical Center including personal financial responsibility for any charges not covered by insurance.
- Being respectful of all the health care providers and staff as well as other patients.
- Patients should also have an active interest in the effects of their conduct on others and refrain from behavior that unreasonably places the health of others at risk. Patients should inquire as to the means and likelihood of infectious disease transmission and act upon that information which can best prevent further transmission.
- Indicating if you feel your privacy is being violated.
- Indicating if you feel your safety is being threatened.
- Please inform the surgery center staff if you are, or could be pregnant. Exposure to x-rays, and possibly anesthetic agents, during surgery is potentially harmful to an unborn child. The facility will provide pregnancy testing if requested.
- Glendale Surgical Center is not responsible for any misplaced, broken, or stolen personal items on the Center's premises. All personal effects are the patient's responsibility.

If applicable, you must file grievance per outlined procedure:

The Administration of Glendale Surgical Center is committed to protecting 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 any grievances to: the Director of Nursing at 818-500-0523; the Department of Health at 800-547-8267, 1889 North Rice Avenue, Suite 200, Oxnard, CA 93030; or the office of the Medicare Beneficiary Ombudsman at <http://www.medicare.gov/claims-and-appeals/file-a-complaint/complaint.html> or call 1-800-633-4227. Also, contact the County of Los Angeles Public Health, Health Facilities Inspection Division, 3400 Aerojet Avenue, Suite 323; El Monte, CA 91731 — 1-800-228-1019.