

ORCHARD SURGICAL CENTER
PATIENT RIGHTS AND RESPONSIBILITIES

Orchard Surgical Center's team of staff and physicians is dedicated to providing quality, personalized healthcare to the members of our community.

Our plan of care encompasses all aspects of your surgical experience. Your pre-operative intra-operative and optimal recovery needs will be met to the best of our best ability while you visit our center. At the Orchard Surgical Center your rights include the following:

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| ❖ Safe considerate and respectful care | ❖ Awareness of the potential ownership interest in the facility by your physician |
| ❖ Privacy, personal and informational | ❖ Consultation with a specialist |
| ❖ Be kept well-informed and participate in your healthcare decisions | ❖ Participate in your pain management treatment to enhance your recovery |
| ❖ Know the names, credentials and roles of medical care-givers. | ❖ Consent to or decline to take part in research affecting your care |
| ❖ Be fully informed of risks, benefits, expected outcomes and alternative treatments for scheduled procedures | ❖ Know about center rules that will affect you, your treatment and your payments |
| ❖ Consent to or refuse treatment without being subjected to discrimination or reprisal | ❖ Access protective services |
| ❖ An advance directive, such as a living will, health care proxy, or surrogate decision maker. OSC will not honor a DNR | ❖ Access to an interpreter |
| ❖ Confidentiality of your medical record and the right to review your medical record | ❖ Accommodation of special needs for handicapped or sensory impaired persons |
| | ❖ Explanation of the need for your transfer to another facility |

You have the responsibility to:

- ❖ Provide information about your present and past health history and all medications
- ❖ Ask questions when you do not understand information or instruction
- ❖ Keep your health care providers informed of your level of discomfort in a timely manner to maximize the effectiveness of your pain management treatment plan
- ❖ Be considerate of the rights of other patients, center staff and center rules and regulations
- ❖ Inform us if you have an advance directive and provide a copy to the center
- ❖ Comply with the treatment plan and instructions for follow-up care
- ❖ Assure financial obligation for healthcare services received are promptly met
- ❖ Inform center personnel of any special needs accommodations required
- ❖ Provide a responsible adult to transport you home and remain available for 24 hrs.

To voice concerns or grievances regarding care received please contact:

Cathy D'Entremont-OSC COO @ 603-401-6466

Ombudsman -NH 603-271-6941

Department of Public Health/Human Services NH 1-800-852-3345 2,6

Accreditation Association for Ambulatory Health Care (847)853-6060

Medicare Beneficiary Ombudsman at www.dhhs.nh.gov/oos/ombudsman/contact.htm for state or <https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

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The following physician owners are pleased to provide services at the Orchard Surgical Center. Please share your thoughts with them regarding your experience at this facility.

Steven Andriola, MD
Crawford Cowles Campbell, MD
George Chatson, MD
Maurice B Cohen, MD
Richard Choi, MD
Tahsin Ergin, MD
Adam Harder, MD
Matthew Hawkins, MD
Liam Hurley, MD
Gregory K. Johnson, MD
Francis Lamy, DO
Anne Loosmann, MD
Mark C Nitzberg, MD
William Postal, MD
Raja Rehman, MD
Nikhil Thakur, MD
Stephen Zappala, MD