



## **Patient Rights**

- Patients are treated with respect, consideration and dignity.
- Patients are provided appropriate privacy.
- Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when the 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 are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Patients have a right to know the services available.
- Patients have a right to know the facility fees for services.
- Patients have a right to be informed of patient conduct and responsibilities.
- Patients have a right to refuse to participate in experimental research.
- Patients have a right to be notified of the center's policy on Advance Directives, as required by state or federal law and regulations.
- The patients have a right to know the credentials of health care professionals providing their care.
- Patients are informed of their right to change their provider if other qualified providers are available.
- Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.



## **Patient Responsibilities**

- Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- Follow the treatment plan prescribed by his/her provider.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Be respectful of all the health care providers and staff, as well as other patients.
- Be responsible for the safekeeping of valuables (leave at home or with family member or designated caregiver). The Center is not responsible for lost, stolen, or broken personal items.



## Patient Grievances

Your satisfaction is important to us. We will give full consideration to a problem or complaint and make every effort to resolve the issue in an agreeable manner. You will have the opportunity to voice grievances and recommend changes in services and/or policies without discrimination, coercion, reprisal, or unreasonable interruption of service.

If you have a complaint:

- Submit the complaint either verbally or in writing to the Administrator or Business Office Manager. The Administrator or Business Office Manager will contact you or your representative and make every effort to understand and resolve your complaint to your satisfaction.  
Tyla Gilchrist, Administrator  
Cheryl Pilgrim, Business Office Manager  
4207 James Casey, Suite 203  
Austin, Texas 78745  
(512) 440-7894
- Please be advised that you may lodge a complaint with the Texas Department of Health, Health Facility Compliance Division  
1110 W. 49<sup>th</sup> Street, Austin, Texas 78758. The State's toll free number is 1-888-973-0022. The hours of operation are Monday through Friday 8:00am to 5:00pm except legal holidays and weekends. You may leave a message during non-operational days or hours.
- You may also direct complaints to the Office of the Medicare Beneficiary Ombudsman [www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)  
Centers for Medicare & Medicaid Services, 7500 Security Boulevard,  
Baltimore, MD 21244  
Medicare Quality Improvement Organization Texas Hotline  
1-800-725-9216



**The following physicians have a partnership/ownership interest  
in  
South Austin Surgery Center:**

Mark Billante, MD	Jean Pierre Forage, MD	Stephen Norwood, MD
Robert Blais, MD	James Hansen, MD	Clark Race, MD
S. Brent Brotzman, MD	Newton Hasson, MD	William Roden, MD
Dean Chen, MD	Ira Lown, MD	Daid vSavage, MD
Mihnea Dumitrescu, MD	Gordon Marshall, MD	H. Christopher Shin, MD
Alejandro Esquivel, MD	Mark McDonnell, DPM	Greg Westmoreland, MD