

LINCOLN EYE & LASER INSTITUTE

PATIENT RIGHTS & RESPONSIBILITIES

Lincoln Eye and Laser Institute respects the basic rights of patients to personal dignity and independence of expression, decision-making and action. Lincoln Eye and Laser Institute also expects behavior on the part of patients, as well as their relatives and friends, which is reasonable and responsible.

Patients will receive information regarding their rights and responsibilities. This statement of rights and responsibilities, while not all-inclusive, is intended to convey our concern for the relationship between our health care providers and our patients and to emphasize the need for the observance of the rights and responsibilities of patients.

PATIENT RIGHTS

Access to Care: Patients shall be accorded impartial access to services or accommodations that are available or medically indicated regardless of race, creed, sex, age, national origin, religion, disability or source of payment for care.

Respect and Dignity: Patients have the right to receive considerate, respectful care at all times and under all circumstances with the recognition of personal dignity. Since we have a strong commitment to respect the religious and cultural beliefs of all patients, we will address any concerns regarding care decisions.

Privacy and Confidentiality: Patients have the right, within the law, to personal and informational privacy, including the right to:

- 1 Have access to information contained in their medical record within a reasonable time period;
- 2 Refuse to talk with or see anyone not directly involved in their care;
- 3 Wear appropriate personal clothing or religious or other symbolic items as long as they do not interfere with medical procedures and/or treatment;
- 4 Be interviewed, examined and receive care in surroundings designed to assure reasonable privacy;
- 5 Have their medical record read only by individuals directly involved in their treatment or the monitoring of its quality, and by others only with written authorization by the patient or a legally authorized representative;
- 6 Comply with all applicable federal, state and local laws regarding confidentiality of medical records and patient information;
- 7 Be moved if another patient or visitor is unreasonably disturbing;
- 8 Be placed in protective privacy when considered necessary for personal safety; and
- 9 Have appropriate persons notified regarding their admission.

Personal Safety: Patients have the right to expect reasonable safety in the hospital or other health care settings, to be free from mental and physical abuse or unnecessary restraints and to have access to protective services.

Identity: Patients have the right to know the identity and professional status of those providing care.

Consent: Patients have the right to reasonably informed participation in decisions involving their health care. Appropriate consent must be obtained for all treatments and for their voluntary participation in research programs. Patients and/or their legally authorized representatives will be informed by the physician about the risks, benefits and alternatives to procedures, as well as those considered experimental.

Information: Patients and their family, if appropriate, have the right to obtain complete and current information concerning diagnosis, treatment and pain management from the attending physician and to participate in care decisions. When it is not advisable or possible to give such information to a patient, the information will be made available to the patient's legal representative. The concern process may be utilized to address any issues of denial of care. Any marketing materials provided will accurately reflect the services available and the current level of licensure and accreditation.

Communication: Patients have the right of access to people outside the surgery center by means of personal visit and oral and written communication, unless their physician determines that this will hinder treatment. Any restrictions on means of communication will be explained to the patient and family and will be determined by the patient's physician with participation of the patient and family. Any restrictions will be evaluated for therapeutic effectiveness and discontinued at the earliest appropriate time. When the surgery center determines that qualified interpreters and/or communication equipment are necessary and available for effective communication, it will be provided at no charge to the patient.

Consultation: Patients have the right to consult with a specialist at their request and at their own expense.

Pain Management: Patients can expect to have their pain management needs met through assessment, clinical interventions, reassessment and education directed toward involving the patient in obtaining appropriate pain management.

Refusal of Treatment: Patients may refuse, consent to or limit treatment to the extent permitted by law. When refusal of treatment prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.

Omega Surgery Centers, L.L.C. will address conflicts that may arise among patients, families, staff and physicians concerning care decisions, including the withholding or the withdrawal of life-sustaining treatment. The surgery center will not discriminate against a patient based upon the patient's decision to execute a living will or other advance directive to withhold care.

Transfer and Continuity of Care: Patients will not be transferred to another facility without a complete explanation of the need for a transfer, the risks and alternatives to a transfer and the acceptance of the patient by the other facility. Patients have the right to be informed by the responsible health care provider of any continuing health care requirements following discharge from the surgery center/service.

Billing Practices: Patients will be billed only for services provided. Patients have the right to request and receive an itemized explanation of the entire bill, regardless of the source of the payment. Patients also have the right to timely notice prior to termination of eligibility for reimbursement for the cost of care by any third-party payer.

Rules/Regulations/Concerns: Patients will be informed of the surgery center rules and regulations. Omega Surgery Centers has an established mechanism for patients and families to express their concerns. Patients receiving any clinical service can ask an administrative representative for assistance in communicating with appropriate administrative staff to resolve their concerns.

PATIENT RESPONSIBILITIES

Provision of Information: Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about their present complaints, prior illnesses, hospitalizations, medications, changes in condition and other matters relating to their health.

Compliance with Instructions: Patients are responsible for complying with applicable surgery center rules and regulations, for following the treatment plan recommended by their practitioner and for cooperating with health care personnel as they carry out the coordinated plan of care ordered.

Refusal of Treatment: Patients are responsible for providing copies of their living will or other advance directives to their health care practitioners. Patients are responsible for their actions if they refuse treatment or refuse to follow the practitioner's instructions.

Health Care Charges: Patients are responsible for assuring the financial obligations of their health care are fulfilled as promptly as possible.

Respect and Consideration: Patients are responsible for being considerate of the rights of other patients and surgery center personnel and for assisting in the control of noise and the number of visitors. Patients are also expected to respect the property of others and of the surgery center.

Personal Property: Patients are responsible for any property/valuables kept in their possession.

Transportation: Patients are responsible for providing a responsible adult to assist them with their transportation and if needed, care for 24 hours following surgery.

ADVANCED DIRECTIVES

Advanced Directives: Lincoln Eye and Laser Institute is an outpatient surgery center that performs only elective surgeries and performs no high-risk surgeries. Therefore, it is the policy of Lincoln Eye and Laser Institute to accept advanced directives of any patient while in this facility, but it will not be honored while at this facility. *State Statutes: 30-3408 & 20-404*

Notices: If you have complaints in regards to your treatment you are free to complain to one of the following:

Kelsea Johnson, Office Manager at kjohnson@omahaeye.com.

The Nebraska Department of Health and Human Services, Division of Public Health, Licensure Unit, Acute Care Facilities, 301 Centennial Mall South, 3rd floor, P.O. Box 94986, Lincoln, NE, 68509-4986; 402-471-3121

Web site: www.dhhs.ne.gov/crl/invest/invest.htm.

The U.S. Department of Health and Human Services, Office for Civil Rights at www.hhs.gov/ocr.

You can also visit the OMBUDSMAN WEBPAGE at: www.cms.hhs.gov/center/ombudsman.as

OWNERSHIP

Sao J. Liu, M.D., P. C. and Sao C. Liu, M.D., P.C. are Limited Liability Partners of Lincoln Eye and Laser Institute
Sao J. Liu, M.D. and Sao C. Liu, M.D. are Governing Board Members of Lincoln Eye and Laser Institute