PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

Decision Making
You or your representative has the right to:
- be informed of your rights before patient care is given or discontinued whenever possible
- receive complete and current information regarding your health status in terms you can understand
- participate in care planning treatment and discharge recommendations
- receive an explanation of any proposed procedure or treatment; including risks, serious side effects and treatment alternatives
- make informed decisions regarding care and treatment
- participate in managing your pain effectively
- request a specific treatment
- refuse or discontinue a treatment to the extent permitted by law and to be informed of the consequences of such refusal
- request a second opinion
- have persons of your choice and your physicians promptly notified of hospital admission
- write a Living Will, Medical Power of Attorney, and/or a CPR Directive
- accept, refuse or withdraw from clinical research
- choose or change your healthcare provider
- receive care and/or a referral according to the urgency of your situation
- and when medically stable, you may be transferred to another facility (hospital) after the need has been fully explained
- exercise by the person appointed under State law to act on the patient’s behalf, if adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction

Quality of Care
You have the right to:
- respectful treatment, which recognizes and maintains your dignity and values
- care in a safe setting
- identification of all healthcare providers
- know who is primarily responsible for your care
- Pastoral and/or spiritual support
- Interpreters and/or special equipment to assist language needs
- information about continuing healthcare requirements following discharge
- be free from all forms of abuse or harassment
- exercise his or her rights without being subjected to discrimination or reprisal

Confidentiality and Privacy
You have the right to:
- personal privacy
- personal information being shared only with those who are involved in your care
- confidentiality of your medical and billing records

Grievance Process
You and your representative have the right to:
- voice a complaint to your healthcare providers and administrators without a fear of reprisal
- contact the Management Representative at 715.843.1019 to file a formal grievance
- receive a timely response with the results of your complaint (when issued to the Surgery Center directly; unresolved complaints are directed to the Center Director within 3 days and are responded to within 7 days

Department of Health Services of the Division of Quality Assurance at 800.642.6552
Select inquiries/complaint (Medicare recipients) CMS 1-800-MEDICARE (1.800.633.4227)
To issue a complaint with the Accreditation Association for Ambulatory Health Care go to http://www.aaahc.org
Access to Medical Records
You have the right to:
- review and get a copy of your Medical Records at any time upon written request

Seclusion and Restraints
You have the right to:
- be free of any sort of restraint unless medically necessary
- be free from seclusion or restraint for behavioral management unless there is a need to protect your physical safety or the safety of others

Billing
You have the right to:
- a complete explanation of your bill

Advance Directives
You need to be aware that Pine Ridge Surgery Center does not honor Advance Directives.
- You are able to provide a copy of your Advance Directives for your chart in the event you are transferred to the hospital.
- Upon request a valid Advance Directive Form approved by the State of Wisconsin will be provided for you.
- Information regarding Advance Directives can be obtained from the Wisconsin Department of Health Services at http://dhs.wisconsin.gov/forms/AdvDirectives/index.htm

PATIENT RESPONSIBILITIES

Please know that we support you in meeting your responsibilities during your stay.

Providing Information
You have the responsibility to:
- provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other health-related matters
- report perceived risks in your care and unexpected changes in your condition
- understand your treatment plan and ask questions when needed
- provide accurate and updated information for insurance and billing

Involvement
You have the responsibility to:
- actively participate in your treatment by following your recommended treatment plan

Respect and Consideration
You have the responsibility to:
- act in a respectful and considerate manner toward healthcare providers, other patients, and visitors; physical or verbal threats will not be tolerated
- respect the property of others
- be mindful of noise levels

Insurance Billing
You have the responsibility to:
- know the extent of your insurance coverage
- know your insurance requirements such as pre-authorization, deductibles and co-payments
- call the billing office with questions or concerns
- fulfill your financial obligations as promptly as possible
- contact our Business Office at 715.843.1019 if you have any questions or concerns

Pine Ridge Surgery Center is a joint ownership venture with physicians and Aspirus Wausau Hospital.
Your physician may have a financial interest in the Pine Ridge Surgery Center.
This ambulatory surgery center is a joint venture with Aspirus Wausau Hospital.

The following physicians may have a financial interest in this surgery center:

<table>
<thead>
<tr>
<th>Physician Name</th>
<th>Specialization</th>
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<tbody>
<tr>
<td>Joseph Barbiarz, MD</td>
<td>MD</td>
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<tr>
<td>Benjamin Battino, MD</td>
<td>MD</td>
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<td>James Binder, MD</td>
<td>MD</td>
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<tr>
<td>David Bluestein, MD</td>
<td>MD</td>
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<tr>
<td>Robert Brebrick, MD</td>
<td>MD</td>
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<td>D. Jamie Costa, MD</td>
<td>MD</td>
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<tr>
<td>Jennie Larson, MD</td>
<td>MD</td>
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<tr>
<td>Christopher Reising, MD</td>
<td>MD</td>
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<tr>
<td>Laura Sherrill, MD</td>
<td>MD</td>
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<tr>
<td>Cecilia Stoede, MD</td>
<td>MD</td>
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<tr>
<td>Gary Sweet, MD</td>
<td>MD</td>
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<tr>
<td>Joel Tikalsky, DPM</td>
<td>DPM</td>
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<td>Mark Thomas, DPM</td>
<td>DPM</td>
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<tr>
<td>Carl Viviano, MD</td>
<td>MD</td>
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<tr>
<td>Steve Weiland, MD</td>
<td>MD</td>
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