

Iowa Advance Directives

There are two legal documents that protect your right to refuse medical treatment you do not want, or to request treatment you do want, in the event you lose the ability to make decisions for yourself:

1. The **Iowa Durable Power of Attorney for Healthcare** is one kind of advance directive. A DPA states whom you have chosen to make health care decisions for you. It becomes active any time you are unconscious or unable to make medical decisions.
2. The **Iowa Declaration** is your state's living will. A living will is another type of advance directive. It is a written, legal document that describes the kind of medical treatments or life-sustaining treatments you would want if you were seriously or terminally ill. A living will doesn't allow you to select someone to make decisions for you.

It is the policy of Pierce Street Same Day Surgery to recognize the Health Care Agent of the patient should circumstances

require, but in the event of an emergency, the patient will be stabilized and transferred to a hospital as soon as possible. Therefore, Pierce Street Same Day Surgery will not acknowledge DNR (Do Not Resuscitate) orders on any patient while in this facility.

For information on advance directives, reference: www.noah-health.org/en/rights/endoflife/adforms.html (by state).

Disclosure of Ownership Interest

Please be advised that UnityPoint Health – St. Luke's and community physicians have a financial interest in Pierce Street Same Day Surgery. You are entitled to obtain the services for which you have been referred to Pierce Street Same Day Surgery at the location of your choice.

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Patient Rights

As a Patient you have the **right** to:

- Be informed of rights (both verbally and in writing) as a patient (or patient's representative) prior to, or when discontinuing, the provision of care. A list of these rights shall be posted within in the Pierce Street Same Day Surgery so that such rights may be read by all patients.
- Exercise these rights without regard to age, race, disability, sex or cultural, economic, education, or religion background or the source of payment for care given.
- Formulate advance directives regarding patient's health-care, and have Pierce Street Same Day Surgery staff and practitioners who provide care in the Pierce Street Same Day Surgery comply with these directives (to the extent provided by state laws and regulations).
- Be treated with dignity and receive considerate and respectful care provided in a safe environment free from all forms of abuse, neglect or harassment.
- Remain free from seclusion or restraints or any form that are not medically necessary.
- Expect reasonable safety while in the Pierce Street Same Day Surgery.
- The name of the physician and staff who will be providing care and the name and professional relationships of other physicians and non-physicians who will participate in care.
- Receive appropriate information regarding provider credentialing.
- Receive as much information about any proposed treatment or procedure as needed in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each in terms the patient can understand.
- Participate actively in decisions regarding medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- Express a complaint regarding care or any violation of your rights without being subjected to discrimination or reprisal.
- Be advised of the Pierce Street Same Day Surgery grievance process should the patient wish to communicate a concern regarding the quality of the care patient receives. Notification of the grievance process includes: whom to contact to file a grievance, and that patient will be provided with a written notice of the grievance determination that contains the name of the Pierce Street Same Day Surgery contact person, the steps taken on patient's behalf to investigate the grievance, the results of the grievance and the grievance completion date.
- Change physicians if desired, either within the Pierce Street Same Day Surgery or another physician of the patient's choice.
- Full disclosure of the privacy policy and full consideration of privacy concerning the medical care program. Confidential treatment of case discussion, consultation, examination and treatment, and all communications and records pertaining to patient's care at the Pierce Street Same Day Surgery. The patient has the right to be advised as to the reason for the presence of any individual involved in the patient's health-care. The patient's written permission shall be obtained before medical records can be made available to anyone not directly concerned with patient's care.
- Access information contained in patient's medical records within a reasonable time frame in accordance with state/federal laws and regulations.
- Reasonable responses to any reasonable requests made for service.
- Leave the Pierce Street Same Day Surgery even against the advice of the attending physician.
- Reasonable continuity of care.
- Be informed by the attending physician or designee of the continuing health care requirements following discharge.
- Obtain information before scheduled surgery about payment requirements of the bill, regardless of source of payment. Examine and receive an explanation of the bill regardless of source of payment.

- If eligible for Medicare, to know upon request and in advance of treatment whether a healthcare provider or facility accepts the Medicare assignment rate.
- Be advised if physician/Pierce Street Same Day Surgery proposes to engage in or perform human experimentation affecting the care or treatment. The patient has the right to refuse to participate in such research projects or clinical trials.
- Receive appropriate knowledge regarding absence of malpractice insurance.
- Receive pastoral care as requested and as appropriate to patient's needs.

All Pierce Street Same Day Surgery personnel, medical staff members and contracted agency personnel performing patient care activities shall observe these patient's rights.

Patient Responsibilities

As a Patient you have the **responsibility** to:

- The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect.
- Provide accurate and complete information about present complaint, past illnesses, hospitalizations, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities, and other matters related to your health status.
- Make it known whether course of treatment and what is expected of the patient is clearly understood.
- Follow the treatment plan established by the physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- Provide a responsible adult to transport the patient home from the ASC and remain with the patient for 24 hours if required by the physician.
- Keep appointments and notify the Pierce Street Same Day Surgery or physician when unable to keep an appointment.
- Accept responsibility for any actions resulting from the refusal to follow treatment or physician's orders.
- Inform the physician about any living will, medical power of attorney, or other directive that could affect the patient's care.
- Accept and ensure that the financial obligations of care are fulfilled as promptly as possible.
- Follow Pierce Street Same Day Surgery policies and procedures.
- Be considerate of the rights of other patients and Pierce Street Same Day Surgery personnel.
- Be respectful of personal property and that of other persons in the Pierce Street Same Day Surgery.

Grievances

- If the patient has further concerns about the care being provided in this licensed ambulatory surgical treatment center, they may express concern to the appropriate representative within the Pierce Street Same Day Surgery Center according to the Pierce Street Same Day Surgery Center policy. They may also file a complaint with the Iowa Department of Inspections and Appeals, Lucas State Office Building, 321 East 12th Street, Des Moines, IA 50319-0083; Phone: 515-281-7102; Fax: 515-242-6863; Email: webmaster@dia.iowa.gov.
- The web site for the Office of the Medicare Beneficiary Ombudsman is: www.cms.hhs.gov/center/ombudsman.asp.
- This notice is posted as required by regulation of the Department of Health & Human Services and Medicare CFC.

Pierce Street Same Day Surgery strives to provide excellent patient care and service. If you should have a concern or complaint, please tell us so we can work to satisfy your needs.