

**ADS Ambulatory Surgery Center  
PATIENTS' BILL OF RIGHTS**

**As an outpatient at the ADS Ambulatory Surgery Center, you have the right to:**

1. Understand and use these rights. If for any reason you do not understand or you need help, the ADS Ambulatory Surgery Center **MUST** provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
3. Receive consideration and respectful care in a clean and safe environment free of unnecessary restraints.
4. Be informed of the name and position of the doctor who will be in charge of your care at the ADS Ambulatory Surgery Center.
5. Know the names, positions, and functions of any ADS Ambulatory Surgery Center staff involved in your care and refuse their treatment, examination or observation.
6. Have your pain assessed and addressed in a timely manner.
7. Be informed if your surgeon has a financial interest in the ADS Ambulatory Surgery Center.
8. Receive complete information about your diagnosis, treatment, and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Refuse treatment and be told what effect this may have on your health.
11. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
12. Privacy while at the ADS Ambulatory Surgery Center and confidentiality of all information and records regarding your care.
13. Participate in all decisions about your treatment and discharge from the ADS Ambulatory Surgery Center.
14. Review your medical record without charge. Obtain a copy of your medical record for which the ADS Ambulatory Surgery Center can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
15. Receive an itemized bill and explanation of all charges.
16. Complain without fear of reprisal about the care and services you are receiving and to have the ADS Ambulatory Surgery Center respond to you in writing if you request it. If you are not satisfied with the response, you can complain to the:
  - 1) Kansas State Health Department at (785) 842-0078.
  - 2) The office of the Medicare Beneficiary Ombudsman at 1-800-MEDICARE or go to:  
[www.medicare.gov/ombudsman/activities.asp](http://www.medicare.gov/ombudsman/activities.asp)
17. Know that the ADS Ambulatory Surgery Center does not honor "Do Not Resuscitate" orders. If you have a DNR order you will be asked to suspend you DNR order while you are a patient at the ADS Ambulatory Surgery Center. If you would like more information on Advanced Directives, you can contact the Kansas Department on Aging at [http://www.agingkansas.org/faq/faq\\_advance\\_direct.htm](http://www.agingkansas.org/faq/faq_advance_direct.htm).

## **ADS AMBULATORY SURGERY CENTER**

6901 West 121<sup>st</sup> Street  
Overland Park, KS 66209  
913-661-1755

### **DISCLOSURE OF OWNERSHIP ADVANCE DIRECTIVE NOTIFICATION PATIENT COMPLAINT OR GRIEVANCE PROCESS**

#### **Disclosure of ownership**

\_\_\_\_\_ **Physician does have a financial interest in this facility.**

\_\_\_\_\_ **Physician does not have a financial interest in this facility.**

#### **Advance Directive Notification**

All patients have the right to participate in their own health care decisions and to make Advance Directives that give instructions about any aspect of health and/or authorize an agent to make decisions on their behalf based on their expressed wishes when able to make decisions or unable to communicate decisions. The ADS Ambulatory Surgery Center respects and upholds these rights. If you have executed an Advance Directive, please bring a copy on the day of your procedure. If you do not have an Advance Directive, information can be found online. However, unlike in an acute care hospital setting, the ADS Ambulatory Surgery Center does not perform "high risk" procedures. Of course, no surgery is without risk. You can discuss the specifics of your procedure with your physician who can answer your questions as to its risks, your expected recovery and care after surgery.

Therefore, it is our policy, regardless of the contents of any Advance Directive that if a patient suffers a cardiac or respiratory arrest or other life-threatening situation, a signed consent form implies consent for resuscitation and transfer to a higher level of care. Therefore, in accordance with state and federal law, ADS Ambulatory Surgery Center is notifying you that we will not honor previously signed Advance Directives regarding code status for any patient. It is still important that you provide ADS Ambulatory Surgery Center with a copy of your Advance Directive, as it will be sent with you should you require a transfer to a higher level of care.

If you do not agree to this policy, please address this issue with your physician prior to your surgical date.

#### **Patient Complaint or Grievance Process**

If you have a grievance or complaint, please speak to a staff member. We will address your concern(s) promptly. All grievances or complaints regarding treatment or care will be reviewed by the administrator and the Medical Director.

Your problem or complaint will be advanced to the Administrator and then on to the Medical Director for documentation and resolution. You will receive a response within two weeks of receipt of your problem or complaint. The administrator will inform you of the actions taken to address your complaint. Included in the correspondence will be the administrator's contact information, the steps taken to investigate the grievance, the results of the grievance process and the date the grievance process was completed. You may also contact our administrator at 913-661-1755 during regular business hours.

If you are not satisfied with the resolution provided by the ADS Ambulatory Surgery Center, you may contact:

1. Kansas State Health Department at 785-842-0078.
2. The Office of the Medicare Beneficiary Ombudsman at 1-800-MEDICARE or go to [www.medicare.gov/ombudsman/activities.asp](http://www.medicare.gov/ombudsman/activities.asp)