

At the Reno Orthopaedic Surgery Center, we are concerned that each patient entrusted to our care is treated with dignity, respect and compassion. We recognize that all patients have basic rights, and we are committed to honoring these rights. Likewise, the Reno Orthopaedic Surgery Center has a right to expect reasonable and responsible behavior from patients, their relatives and friends.

The following is a summary of rights and responsibilities that we believe serve as a foundation for a good relationship between patients and staff.

### Respectful and Safe Care

1. Be given considerate, respectful and compassionate care.
2. Be given care in a safe environment, free from abuse and neglect.
3. Know the names and roles of your health care team.
4. Have your culture and personal values, beliefs and wishes respected.
5. Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity or language.
6. Ask for an estimate of charges before care is provided.

### Effective Communication and Participation in Your Care

1. Get information in a way you can understand.
2. Get information from you doctor about your diagnosis, your test results, outcomes of care and unanticipated outcomes of care.
3. Be involved in your plan of care and treatment.
4. Involve your family in decisions about care.
5. Ask questions and get a timely response to your questions or requests.
6. Have your pain assessed and addressed.
7. Refuse care.
8. Have someone with you for emotional support, unless that person interferes with your or others’ rights, safety or health.
9. Choose your support person and visitors and change your mind about who may visit.
10. Select someone to make health care decisions for you if at some point you are unable to make those decisions (and to have all patient rights apply to that person).

## RENO ORTHOPAEDIC SURGERY CENTER, LLC

POLICY MANUAL

APPROVED BY: BOARD OF DIRECTORS

SECTION 7: ORGANIZATIONAL—PATIENT’S RIGHTS & RESPONSIBILITIES, continued

EFFECTIVE DATE: 10-12-07

REVISED: 2-28-14; 9-21-15; 3-29-19, 2-8-21

### Patient Responsibilities to the Center

1. 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.
2. Follow the treatment plan prescribed by his/her provider and participate in his/her care.
3. 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.
4. Accept personal financial responsibility for any charges not covered by his/her insurance. ASC may charge its patients the coinsurance and deductible, if applicable.
5. Behave respectfully toward all the health care professionals and staff, as well as other patients.

### Privacy and Confidentiality

1. Have privacy and confidential treatment and communication about your care.
2. Be given a copy of the HIPPA Notice of Privacy Practices.

### Informed Consent

1. Give permission (informed consent) before any non-emergency care for procedures requiring informed consent, including: risks and benefits of your treatment, alternatives to that treatment and risks and benefits of those alternatives.
2. Agree or refuse to be part of a research study without affecting your care.
3. Agree or refuse to allow pictures for purposes other than your care.

### Complaints and Grievances

1. Complain and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, a practice administrator, nurse manager or a department manager.
2. To file a grievance to address care or treatment that is (or fails to be) furnished, please contact:

<a href="http://dph.nv.gov/Reg/HealthFacilities - Home/">http://dph.nv.gov/Reg/HealthFacilities - Home/</a>	<a href="http://adsd.nv.gov/Programs/Seniors/LTCOmbudsman/LTCOmbudsProg/">http://adsd.nv.gov/Programs/Seniors/LTCOmbudsman/LTCOmbudsProg/</a>
Bureau of Healthcare Quality and Compliance	Reno Regional Office for Ombudsman
727 Fairview Drive, Suite E, Carson City, NV 89101	Division for Aging Services of Nevada
Hours: 8am to 5pm Monday-Friday	9670 Gateway Drive, Suite 200, Reno, NV 89521
Phone: (775) 684-1030	Phone: (775) 688-0800
Fax: (775) 684-1073	Fax: (775) 688-2969