



### **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

### **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:

- 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.

### **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 are not 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 907-550-2263 if you have any questions or concerns
- be mindful of noise levels

## 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 you healthcare provider
- receive care and/or a referral according to the urgency of your situation
- when medically stable, you may be transferred to another facility (hospital) after the need has been fully explained

### 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
- patients will be free from all forms of abuse and harassment

### 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 ACSC/AHVI Administrator at 264-5835 or at [llong@alaskaheart.com](mailto:llong@alaskaheart.com)
- 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
- if a grievance or complaint is not solved to the patient's or family's satisfaction, the grievance may be filed with any or all of the following:

ACSC Administrator at 264-5835  
[compliance@alaskaheart.com](mailto:compliance@alaskaheart.com)

**Department of Health - Division Health Care Services**  
Health Facilities Licensing & Certification:  
907-334-2483 or Toll Free 1-888-387-9387 <http://www.hss.state.ak.us>  
4601 Business Park Blvd. Suite K, Anchorage, AK 99503

**CMS Ombudsman Webpage:**  
<http://www.medicare.gov/Ombudsman/activities.asp>  
Select inquiries/complaint (Medicare recipients)  
CMS 1-800-MEDICARE (1-800-633-4227)

**AAAHC, The Accreditation Association for Ambulatory Health Care, Inc.**  
1-800-478-9996 (toll free in Alaska) or 907-269-3666

**Elder Abuse Hotline:**  
Telephone: 847-853-6060 or <http://www.aaahc.org/eweb>