



### **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) 561-3211, ext. 3 if you have any questions or concerns.

## **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

### **Patient Privacy**

You have the right to:

- Pre-op phone calls, interviews, consents, and financial interviews will be conducted in a with an attempt to keep your information private.
- Patients are to be covered to the extent allowed by specific operative procedures.
- In recovery, patients are kept covered and curtains kept closed to the extent allowed for safe patient care.

### **Patient Valuables**

You have the right to:

- All patients are strongly discouraged from bringing any valuables from home. This includes but is not limited to jewelry, cash, credit cards, personal mementos, and electronic devices.
- If the patient brings valuables and a family member or close friend accompanies the patient, these items will be given to the family/friend.
- If the patient's family/friend is not to be given the valuables or the patient is alone, his/her valuables will be placed in their belongings bag and kept near their bedside.

**Visitor Information**

Family, friends, and loved ones play an important role in patient healing and recovery. Here at Alaska Cardiovascular Surgery Center, we recognize that our visitors have had to make arrangements to spend time with their loved ones. We aim to make visitors as comfortable as possible and protect the health of all who visit our facility.

**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 Lisa Long, Administrator at (907) 264-5835 or at [llong@alaskaheart.com](mailto:llong@alaskaheart.com) 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
- if a grievance or complaint is not solved to the patient's or family's satisfaction, the grievance may be filed with:

**Alaska Department of Health:**

Division of Health Care Services <https://health.alaska.gov/dhcs/Pages/default.aspx>

4501 Business Park Blvd. Ste. 24, Bldg L, Anchorage, AK 99503, (907) 334-2483 or toll-free 1-888-387-9387

**CMS Ombudsman Webpage:**

[www.cms.gov/Center/Special-Topic/Ombudsman-Center](http://www.cms.gov/Center/Special-Topic/Ombudsman-Center) Select inquiries/complaint  
(Medicare recipients)CMS 1-800-MEDICARE (1-800-633-4227)

**To issue a complaint with the AAAHC, The Accreditation Association for Ambulatory Health Care, Inc.**

Telephone: 847-853-6060 or [www.aaahc.org](http://www.aaahc.org)

**Elder Abuse Hotline:**

1-800-478-9996 (toll free in Alaska) or 907-269-3666