

## PATIENT RIGHTS

CARLIN VISION SURGERY CENTER and its staff has adopted the following statement of patient rights and responsibilities. The list includes, but is not limited to, the patient's rights as stated in this policy.

- Patients are treated with respect, consideration and dignity.
- Patients are provided appropriate privacy.
- Patient disclosures and records are treated confidentially, and except when required by law, patients are given the opportunity to approve or refuse their release.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Information is available to patients and staff concerning:
  1. Patient rights, including those specified above
  2. Patient conduct and responsibilities
  3. Services available at the organization
  4. Provisions for after-hours and emergency care
  5. Fees for services
  6. Payment policies
  7. Patient's right to refuse to participate in experimental research
  8. Advance directives, as required by state or federal law and regulation
  9. The credentials of health care professionals

## PATIENT COMPLAINT OR GRIEVANCE

Patients have a right to register a complaint against CARLIN VISION SURGERY CENTER, LLC in writing or by calling Amy Bussie, RN, Director of Surgical Services, without being subjected to discrimination or reprisal. The patient will be free from all forms of abuse and harassment. CARLIN VISION SURGERY CENTER will promptly review, investigate and resolve any patient grievances in a timely manner. If the patient feels that they may have an issue, the following contact information is provided.

CARLIN VISION SURGERY CENTER, LLC  
Attention: Director of Surgical Services  
2347 Lenora Church Rd.  
Snellville, GA 30078

Composite State Board of Medical Examiners  
2 Peachtree Street, N.W. 10<sup>th</sup> Floor  
Atlanta, GA 30303-3465  
404-656-3913  
<http://medicalboard.georgia.gov>

Healthcare Facility Regulation Division  
Georgia Department of Community Health  
2 Peachtree Street, Suite 31-447  
Atlanta, GA 30303-3142  
404-657-6487  
<http://ors.dhr.georgia.gov/portal/site/DHR-ORS/>

The law requires the Board to respond in writing to all complaints within 60 days

All Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman. Visit the Ombudsman's webpage at:  
[www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)

## PATIENT RESPONSIBILITIES

Prior to receiving care, patients are informed of patient responsibilities. These responsibilities require the patient to:

- Provide complete and accurate information to the best of his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- Follow the treatment plan prescribed by his/her provider.
- Provide a responsible adult to transport the patient home from the facility and remain with him/her for 24 hours.
- Inform the patient's provider about any living will, medical power of attorney, or other directive that could affect his/her care.
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Be respectful of all health care providers and staff, as well as other patients.
- Patients are informed of their right to change their provider if other qualified providers are available.
- Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
- In the absence of malpractice insurance coverage, patients are provided with appropriate information.
- Patients are informed about procedures for expressing suggestions, complaints and grievance, including those required by state and federal regulations.
- Patients are entitled to prompt return of any money incorrectly collected.

## PRIVACY AND CONFIDENTIALITY

CARLIN VISION SURGERY CENTER complies with federal HIPPA (Health Insurance Portability and Accountability Act) regulations to maintain privacy of the patient's health information.

## ADVANCED DIRECTIVE

CARLIN VISION SURGERY CENTER is not an acute care facility; therefore regardless of the contents of any advanced directive or instructions from a health care surrogate or attorney, if any adverse event occurs during your treatment, we will initiate resuscitative or any other stabilizing measures and transfer you to an acute care setting for further evaluation. Your agreement with this policy does not revoke or invalidate any current health care directives or health care power of attorney.

## DISCLOSURE OF OWNERSHIP

The Following Physicians have Ownership in Carlin Vision Surgery Center, LLC

David S., Carlin, M.D.  
Richard Carlin, M.D.