SOUTHERN PINES
ORTHOPAEDIC SURGERY
CENTER

POSTED FOR PATIENTS,
REPRESENTATIVES & VISITORS

Patient Rights & Responsibilities

Southern Pines Orthopaedic Surgery Center recognizes and respects the rights of every patient. You will receive care without discrimination and with respect for your individual needs, values, beliefs, dignity, privacy, and safety. You, your representative, or your surrogate will be informed of these rights verbally and in writing before your procedure, in a language and manner you can understand. **Interpreter and communication assistance is available at no cost — ask any staff member.** As a patient, you have the right to:

Respect, Safety & Privacy

- Be treated with respect, consideration, and dignity, and receive care in a safe setting.
- Be free from discrimination, reprisal, abuse, neglect, exploitation, harassment, coercion, intimidation, and inappropriate use of restraints or seclusion.
- Be free from misappropriation of your personal property.
- Have your cultural, personal, spiritual, religious, and psychosocial values, beliefs, and preferences respected whenever reasonably possible.
- Access protective and advocacy services, or have them accessed for you when appropriate.
- Receive personal privacy during examinations, treatments, procedures, and care, with discussions conducted discreetly.
- Be told why any individual is present during your care.
- Have your medical information and records kept confidential, and inspect or obtain copies of them, as permitted by federal and state law.

Communication & Information

- Receive information in a manner you can understand, including interpreter services in your preferred language and assistance for hearing or visual impairments.
- Know the name and role of the physician primarily responsible for your care and, on request, the other professionals involved.
- Receive information about your health status, diagnosis, evaluation, proposed treatment, expected outcome, and prognosis, when known.
- Ask questions and receive understandable answers.
- Receive, on request, information about our services, after-hours and emergency care, fees, payment policies, and the credentials of the professionals caring for you.

Care Decisions & Informed Consent

- Participate in decisions about your care, treatment, and discharge planning, and make informed decisions about your healthcare.
- Be informed of the nature of a proposed procedure, its expected benefits, significant risks, reasonable alternatives, and the consequences of declining.
- Give or withhold informed consent, refuse treatment, or withdraw consent before treatment begins.
- Leave the facility against medical advice after being informed of the risks.
- Be informed of continuing healthcare requirements after discharge.
- Receive appropriate assessment and management of pain.
- Change providers if other qualified providers are available.

Advance Directives & Representation

- Formulate an advance directive under North Carolina law, and receive written information about our advance directive policy, state law, and state forms on request.
- Have the facility document whether you have executed an advance directive.
- Have a legally authorized representative or surrogate exercise your rights, to the extent North Carolina law permits, if you are unable to. If a court has found you incompetent, your rights are exercised by the person appointed under state law.
- Have a family member or other person of your choice involved in your care when appropriate.

Continuity of Care

- Have your personal physician notified of your care when requested and appropriate.
- Receive reasonable continuity of care, and an appropriate referral or transfer when we cannot provide the services you need.

Research & Recordings

- Be told if research, clinical trials, or experimental treatment is proposed; receive enough information to decide; and refuse or stop participating without affecting your care.
- Consent to photographs, video, or recordings made for purposes other than identification, care documentation, or as permitted by law.

Billing & Physician Ownership

- Receive information about charges and an explanation of your bill.
- Receive, on request and free of charge, an itemized statement of charges in understandable language, as provided by North Carolina law.
- Ask questions about or dispute charges.
- Receive written disclosure of physicians with an ownership or financial interest in this facility. A list is available at registration.

Complaints & Grievances

- Voice a complaint or grievance about your care, treatment, services, or rights without discrimination or retaliation, and have it reviewed and investigated.
- Receive a written response naming the facility contact, the steps taken to investigate, the result, and the date the process was completed.
- File a complaint directly with the state or federal agencies below, whether or not you first use our process.
- Give feedback, suggestions, or complaints by speaking with any staff member, answering a patient survey, or contacting the Administrator.

Patient Responsibilities

- Provide complete and accurate information about your health, history, medications (including over-the-counter products and supplements), allergies, and prior hospitalizations, and report changes in your condition.
- Ask questions when you do not understand your care, medications, or discharge instructions.
- Follow the treatment plan agreed with your care team, or tell us if you are unable or unwilling to.
- Accept responsibility for the consequences of refusing treatment or not following the plan of care.
- Follow facility policies and safety instructions, and treat staff, patients, and visitors with respect.
- Provide accurate insurance information and accept financial responsibility for charges not covered by insurance (for Medicare beneficiaries, limited to applicable deductibles and coinsurance).
- Keep appointments, and arrange for a responsible adult to drive you home and stay with you as directed.

Facility Grievance Contact

Administrator
Southern Pines Orthopaedic Surgery Center
305 Pavilion Way
Southern Pines, NC 28387
910-725-6750

NC Division of Health Service Regulation

Complaint Intake Unit
2711 Mail Service Center
Raleigh, NC 27699-2711
1-800-624-3004 (in NC) · **919-855-4500**
Fax 919-715-7724
info.ncdhhs.gov/dhsr/ciu/filecomplaint.html

Medicare Beneficiary Ombudsman

www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home
1-800-MEDICARE (1-800-633-4227)
TTY 1-877-486-2048

You will not be discriminated or retaliated against for filing a complaint or grievance.