

### Your Rights as Our Patient

#### Quality Treatment You Can Expect

As a patient being treated in our office, you have a right to:

- Respectful care given by competent personnel.
- Consideration of your privacy concerning your own medical care.
- The names of all physicians and/or staff directly assisting in your care.
- Have medical records pertaining to your medical care treated as confidential (except as required by law or third-party contractual agreement).
- Know what rules and regulations in our practice apply to your conduct as a patient.
- Expect emergency procedures to be implemented without delay; if there is a need to transfer you to another facility, a responsible person and the facility will be notified of your condition prior to your arrival.
- Good quality care and high professional standards continually maintained and reviewed.
- Full information in layman's terms concerning diagnosis, treatment, prognosis, and possible complications.
- Give an informed consent to the physician prior to the start of each procedure.
- Be advised of participation in a medical care research program or donor program. (You will be asked to give your informed consent prior to participation in such a program, and you may refuse to continue in a program that you have previously given informed consent to participate in.)
- Refuse drugs or procedures and have a physician explain the medical consequences of your refusal.
- Medical and nursing services without discrimination based upon age, race, color, religion, national origin, handicap, disability or source of payment.
- Have access to an interpreter whenever possible.
- Access to all information contained in your medical record, within a reasonable time, unless access is specifically restricted by your attending physician for medical reasons or is prohibited by law.
- Expect good management techniques to be implemented that consider effective use of your time and to avoid unnecessary discomfort.
- Examine and receive a detailed evaluation of your bill.
- Be informed at your request of your provider's credentials.
- Be free from abuse, neglect, harassment and exploitation.
- Receive ambulatory center (ASC) services without discrimination based upon race, color, religion, gender, national origin, or payer. The ASC is not required to provide uncompensated or free care and treatment unless otherwise required by law.
- Appropriate and professional care relating to physician orders.
- Formulate advance directives and to have the surgery center comply with the directives unless the care team notifies the patient of the inability to do so. The ASC will decline to implement elements of a Do Not Resuscitate / DNR advanced directive. The ASC medical team will always attempt to resuscitate a patient and transfer the patient to a Medicare-certified hospital in the event of deterioration.
- Receive information necessary to make informed decisions prior to the start of any procedure or treatment.
- Refuse treatment within the confines of the law and to be informed of the consequences of his/her actions.
- Personal and data privacy and confidentiality.
- Voice grievances and suggest changes in services.
- Exercise your rights without discrimination or reprisal.
- Receive care in a safe setting.

### Notice of Financial Interest:

Federal regulations require that we inform you that our physicians have a financial interest in ASC Development Company, LLC. They are: Drs. Richard Brouillette, Carey-Walter Closson, Mark Coleman, Michael Daly, Ali El-Mohandes, Mayo Friedlis, Varada Nargund, Anish Patel, Jeffrey Schneider, Aneesh Singla, Steven Sloan, Abdul Soudan, and Lester Zuckerman. An interest in this facility enables them to have a voice in the Administrative and Medical Policy of this healthcare institution. This involvement helps us ensure the finest quality surgical care for their patients.

ASC Development Company, LLC Grievance Process: ASC Development Company, LLC provides a process for patients' concerns to be heard and addressed by administrative personnel. You may contact the Board Members, Executive Directors, or state agency. Medicare patients may contact the Ombudsman at: [www.medicare.gov/ombudsman/resources.asp](http://www.medicare.gov/ombudsman/resources.asp).

The Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help needed to understand their Medicare options and to apply their Medicare rights and protections.

National Spine & Pain Centers, 11921 Rockville Pike  
Suite 505, Rockville, MD 20852. 301-881-7246

Maryland Department of Health and Mental Hygiene, Office of Health Care Quality, Program Manager,  
Spring Grove Center / Bland Bryant Building, 55 Wade Avenue, Catonsville, MD 21228.  
410-402-8040, 800-492-6005

We recognize that you have a choice for healthcare services, and we are grateful that you have chosen us as your provider.

For more information or to report a problem: If you have questions or would like additional information, please contact the HIPAA Policy Officer for this practice at 301-881-7246 ext. 174. If you believe your privacy rights have been violated, you may file a written complaint with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint.

*It is important for you to know what you can expect from our relationship.*

*We want you to be satisfied with the treatment you receive.  
Please notify your physician or another member of our staff  
if there is any way we can serve you better.*

**For an appointment call: 855.836.PAIN (7246)**  
**Visit our website: [treatingpain.com](http://treatingpain.com)**