

PATIENT'S RIGHTS & RESPONSIBILITIES

As our patient we would like to make you aware of your rights and responsibilities. You may exercise your rights without being subject to discrimination, reprisal, retribution or denial of care.

Personal Privacy: Your personal privacy and safety are very important. It is your right by virtue of your physical surrounding and respect of dignity by all healthcare workers and business office employees that your privacy and safety be maintained. While in our facility, your spiritual needs will be respected and you may obtain whatever spiritual care that you require. It is the patient's responsibility to indicate to our Facility's Management Team if at any time you feel your privacy or safety is being violated.

Receive care in a safe setting: By virtue of trained, professional healthcare workers and adherence to State, Local and Federal safety standards, Harbor Plastic Surgery Center strives to maintain the highest standards. It is the patient's responsibility to indicate to our facility's management if at any time you feel your safety is being violated.

Be free from all forms of abuse, harassment or neglect: The safety and comfort of our patients is extremely important to us. You have the right to access any protective services you feel are necessary while in our facility. We will strive to protect you against abuse, harassment or neglect. As our patient it is your responsibility to file a grievance with our facility's management if you feel these rights have been violated and to be assured our ASC will respond and take your grievances seriously.

Information Disclosure: You have the right to accurate and easily understood information about your health plan, healthcare professionals and your health care facilities. If you speak another language, have a physical or mental disability, or just don't understand something, help will be provided so you can make informed health care decisions. If you are in need of a translator; a translator will be provided to you upon request.

Choice of Providers: You have the right to choose health care providers. The successful outcome of any patient/doctor relationship requires the patient to be comfortable with their physician and his staff. Therefore, if you wish not to see any physician at Harbor Plastic Surgery Center, please notify our staff immediately. Seeing your physician of choice may not be possible in an emergent situation.

Access to Emergency Services: If you feel your emergent condition is life threatening please call 911 before contacting our office. If you have severe pain, an injury or sudden illness that makes you believe that your health is in serious danger, you have the right to be screened and stabilized using emergency services. Harbor Plastic Surgery Center has a physician on call 24 hours per day/seven days per week. In case of after-hours emergency please contact us at (253) 509-4438.

Participation in Decisions: You have the right to know your treatment options and expected outcomes before treatment begins, and to take part in decisions about your care. Parents, guardians, family members or others can represent you if you cannot make your own decisions.

Respect and Non-Discrimination: You have a right to considerate, respectful care from your doctors and his health care staff. All medical decisions will be based on current medical standards and knowledge.

Confidentiality of Health Information: You have the right to talk privately with your health care provider and to have your health care information protected. You also have the right to read and receive a copy of your own medical record. You have the right to ask the doctor to change his medical record if it is not correct, relevant or complete.

Health Insurance Problems: If you have concerns about your insurance, it is sometimes helpful to start with customer service at your insurance company. Harbor Plastic Surgery Center will provide any required assistance deemed necessary by your insurance carrier in order to process your claims correctly.

Billing and Claim Concerns: Harbor Plastic Surgery Center submits claims to insurance companies as a courtesy to our patients. If you have any questions concerning billing, please call our billing office (253) 358-7988 or the Jill Piasecki at (253) 858-5040.

Advance Directives: It is the policy of Harbor Plastic Surgery Center that in the event a patient goes into cardiac or respiratory distress or any other medical emergency, all emergency care will be provided, including the calling of paramedics and transfer to a local hospital when indicated. Harbor Plastic Surgery Center policy is to make every effort to resuscitate all patients. If a patient wishes are not to be resuscitated (DNR) the patient must bring a copy of his/her POLST (Physicians Orders of Life Sustaining Treatment) to have on our records. This POLST form must be completed by your primary care physician and cannot be completed by Harbor Plastic Surgery Center Physician.

Ownership: Harbor Plastic Surgery Center is a privately owned Corporation by Justin H. Piasecki, MD.

Complaints and Appeals: You have the right to a fair, fast and objective review of any complaint you have against your physician, their staff or the facility. This includes complaints about waiting times, operating hours, the actions of health care personnel, and the adequacy of the health care facilities. Upon receipt of your grievance an investigation will be conducted and you will be sent a written response within 2 days. If you have complaints or concerns you have the right to file them with the following:

Harbor Plastic Surgery Center

Jill Piasecki, Administrator
11511 Canterwood Blvd NW, Suite 310
Gig Harbor, WA 98332
Email: jill@drpiasecki.com

Medicare Ombudsman
1-800-Medicare (1-800-633-4227)
<http://www.medicare.gov/Ombudsman/resources.asp>

Washington State Department of Health

[Health Systems Quality Assurance](#)
Washington State Department of Health
310 Israel Road SE
Tumwater, Washington 98501

PO BOX 47850
Olympia, Washington 98504-7850
(360) 236-4600

Patient Responsibilities – As a patient it is your responsibility to:

Medical History: You are required to provide a complete and accurate history to the best of your ability. This includes, but is not limited to all medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.

Follow Treatment Plan: Your prescribed treatment plan was designed for the best outcomes. If you have any questions or concerns with the treatment plan, you have 24X7 access to your physician. It is your responsibility to contact him if you are confused or do not agree with the plan. Otherwise, we expect that you are following your treatment plan.

Cell Phone Use: For the comfort and privacy of all of our patients, we ask that cell phone use be limited to discrete rooms with the door closed. At no time may our patients photograph another person without their consent.

Service Animals: Because of the sanitary requirements of surgical procedures, no animals are allowed in the Harbor Plastic Surgery Center. If you require a service animal, please talk to our administrator so we can help to make other arrangements.

Transportation: Depending on the treatment performed, you may be required to have a responsible adult to transport you home and remain with you for 24 hours following your procedure. This will be discussed with your doctor.

Advance Directives: It is your responsibility to inform us of your Advance Directive, Living Will or any medical power of attorney.

Respectful Behavior: We expect that our patients will treat our physicians and staff in a courteous, professional and respectful manner.

Termination: We believe that you have an important role in your care. Failure to comply with the patient responsibilities may result in your termination as a patient. If this happens, we will refer you to another provider to continue your care.