PATIENT RIGHTS AND RESPONSIBILITIES

When you are a patient at OISC, you have the right to:

Considerate, respectful, private care in a safe setting, without regard to age, race, color, religion nationality, gender, sexual orientation, or disability.

Know the names of the people treating you and to receive an explanation of how our health care professionals are credentialed.

Be fully informed about your health condition, possible treatment, or procedures, and expected outcome, and to discuss this information with your doctor before treatment is performed.

Consent to or refuse a treatment. If you refuse a recommended treatment, you will receive other needed and available care without being subjected to discrimination or reprisal.

Have an advance directive, such as a living will or health care proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written advance directive, you should bring a copy to OISC. If you do not have a form and desire one, we'll provide one upon your request. Because OISC performs primarily elective procedures after patient screening, in an emergent situation OISC under the direction and discretion of the operating surgeon will initiate attempts to resuscitate a patient prior to hospital transfer.

Expect that treatment records are confidential unless you have given permission to release information or reporting is Required or allowed by law. You may review your medical records and have the information explained, except when restricted by law.

Be free from any form of abuse or harassment

Expect that OISC will give you necessary services to the best of its ability. Treatment, referral, or transfer may be recommended. If transfer is recommended or asked, you will be informed of risks, benefits, and alternatives. You will not be transferred until the other provider agrees to accept you.

To change your provider if other qualified providers are available.

Know if OISC has relationships with outside parties, such as insurers or educational institutions, which might influence your treatment and care.

Consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care OISC otherwise provides.

Receive information about OISC guidelines that affect your care and about charges and patient

If a patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are executed by the person appointed under state law to act on the patient's behalf 415.50(e)(2).

If a patient has not been adjudged incompetent, any legal representative or surrogate designated by the patient in accordance with State Law may exercise the patient's rights to the extent allowed by State Law. 416.50(e)(3).

Know how to voice concerns regarding treatment or care that is or fails to be furnished. If for any reason you are not satisfied with your care at OISC, we urge you to report this as promptly as possible to our Administrator.

Orthopaedic Institute Surgery Center
1811 East 5th St
Metropolis, IL 62960
Attention: Administrator
Phone: 618-309-6005
Email: admin@orthoisc.com

You also may express a complaint to State officials by toll-free telephone, by fax, by mail, or by completing a complaint form online.

You may submit your concerns to:

Illinois Department of Public Health:
Office of Healthcare Regulation (Deputy Director)
Central Complaint Registry:
525 W. Jefferson St. Ground Floor
Springfield, IL 62761-0001
(800) 252-4343
Fax: 217-524-8885
Email: DPH.CCR@illinois.gov

Additionally, satisfaction concerns of Medicare patients may be directed to the Office of the Medicare Beneficiary Ombudsman, whose role is to help Medicare patients understand their Medicare options and apply their Medicare rights and protections.

Office of the Medicare Beneficiary Ombudsman
1-800-MEDICARE (1-800-633-4227)
https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home