



THE
ORTHOPEDIC SURGICAL CENTER
OF
MONTANA

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

This is a summary of your rights as a patient at the Orthopedic Surgical Center of Montana

Decision Making

You or your representative(s) have the right to:

- Be informed before care is given or discontinued whenever possible.
- Information about rules and regulations affecting your care or conduct
- Receive accurate and current information regarding your health status in terms you can understand, allowing you to make informed decisions.
- Participate in planning for your treatment, care and discharge recommendations. A surrogate of your choice may represent you if you cannot make your own decisions according to state law.
- Receive an explanation of proposed procedure or treatment, including risks, serious side effects and treatment alternatives, including request for second opinion or specific treatment.
- Participate in managing your pain effectively.
- Refuse or discontinue a treatment to the extent permitted by law and to be informed of the consequences of such refusal.
- Receive emergency care or transfer to higher level of care (hospital) should this be necessary, providing full explanation of the need based on your medical condition & without needing to wait for authorization and without any financial penalty.
- Have persons of your choice promptly notified of hospital admission.
- Write a Living Will, Medical Power of Attorney, and/or a CPR Directive.
- Accept, refuse or withdraw from clinical research.
- Choose or change your healthcare provider.

Quality of Care

You have the right to:

- Respectful treatment, which recognizes and maintains your dignity and personal values without discrimination of race, creed, color, national origin, sex, age, sexual orientation, or disability.
- Accurate information about facility where services are received and credentials of health care personnel involved in your care.
- Interpreters and/or special equipment to assist language needs.
- Information about continuing healthcare requirements following discharge, including how to access care after hours.

Confidentiality and Privacy

You have the right to:

- Personal privacy and care in a safe setting free from abuse, harassment, discrimination or reprisal.
- Personal information being shared only with those who are involved in your care.
- Confidentiality of your medical and billing records.
- Notification of breach of unsecured personal health information.

Grievance Process

You or your representative has the right to:

- Express concerns or grievances you have against your health plan, physician or healthcare personnel and receive a fair, fast and objective review without fear of reprisal or discrimination.
- Submit a formal complaint either verbally, electronically or in writing as shown below. You will receive a written notice of decision within 15 business days from when the complaint was made known.

Orthopedic Surgical Center of Montana

Administrator serving as the Compliance Officer: 406-548-6300;

536 S Cottonwood Rd # 201 Bozeman, MT 59712

Montana Department of Health and Human Services: 406-444-2099 or email MTSSAD@mt.gov

CMS Ombudsman <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html> or

<https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>

CMS 1-800-MEDICARE (1-800-633-4227)

Office of Inspector General <https://www.oig.hhs.gov/hotlineoperations>

OIG 800-447-8477 or US Department of Health & Human Services, Attn: OIG Hotline Operations, P.O.BOX 23489, Washington D.C. 20026

Office of Civil Rights <https://www2.ed.gov/about/offices/list/ocr/docs/howto.html>

Montana Board of Medicine: PO Box 200513, 301 S Park Ave 4th Floor, Helena, MT 59620-0513

Accreditation Association of Ambulatory Health Care: 847.853.6060 www.aaahc.org



THE
ORTHOPEDIC SURGICAL CENTER
OF
MONTANA

PATIENT RIGHTS AND RESPONSIBILITIES

Access to Medical Records

You have the right to:

- Speak privately with health care providers knowing your health care information is secure.
- Review and receive a copy of your Medical Records (including electronic format) upon written request and received within 30 days by secure transmission.

Seclusion and Restraints

You have the right to:

- Be free from seclusion or restraint as a means of convenience, discipline, coercion, retaliation or behavioral management unless medically necessary to protect your physical safety or the safety of others.

Billing

You have the right to:

- Information specific to fees for services and payment policies prior to date of services.
- Payment privacy when you choose to opt out of insurance coverage, in accordance with federal regulations.

PATIENT RESPONSIBILITIES

This is a summary of your responsibilities as a patient of the Orthopedic Surgical Center of Montana

Providing Information

You have the responsibility to:

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, current use of prescribed or OTC medications, and nutritional supplemental products and other health-related matters.
- Report perceived risks in your care and unexpected changes in your condition.
- Provide an Advanced Directive if you have one. The Advanced Directive will be suspended while being cared for at the Orthopedic Surgical Center of Montana.
- Provide accurate and updated demographic and contact information for insurance and billing.

Involvement

You have the responsibility to:

- Participate in your plan of care and follow the recommended treatment plan.
- Notify a member of your care team if you do not understand information about your care and treatment.
- Ensure you have a designated responsible adult to provide transportation home, remain with you for 24 hours and assist with your care as directed by the physician/surgeon or as indicated on discharge instructions.
- Keep your scheduled appointments or to cancel them in advance if possible.

Respect and Consideration

You have the responsibility to:

- Follow the rules and regulations of the Orthopedic Surgical Center of Montana.
- Act in a considerate and cooperative manner toward healthcare providers, other patients, and visitors; physical or verbal threats or conduct which is disruptive to business operations will not be tolerated.
- Be respectful of the rights, property and possessions of others.
- Be mindful of noise levels.

Insurance Billing

You have the responsibility to:

- Know the extent of your insurance coverage.
- Know your insurance requirements such as pre-authorization, deductibles and co-payments.
- Call the billing office with questions or concerns regarding your bill.
- Fulfill your financial obligations as promptly as possible.

The physicians who have a financial interest in the Orthopedic Surgical Center of Montana

**Dr. Mark Deibert
Dr. Timothy O'Brien
Dr. Peter Kelleher**