

Parkway General Surgeons

Parkway Surgical Center

As a patient of **PARKWAY GENERAL SURGEONS (PGS)** and **PARKWAY SURGICAL CENTER (PSC)**, you have certain rights. Your rights and how to inform us of your concerns are outlined below:

AS A PATIENT, YOU HAVE THE RIGHT TO:

1. Considerate, respectful care; including respect for your personal values and beliefs in a safe and secure setting, free from abuse and threat.
2. Be admitted to PGS/PSC for treatment free from any act of discrimination or reprisal.
3. Receive appropriate privacy, confidentiality, security, spiritual care and communication.
4. Fully participate in all decisions related to your health care. If you are unable to participate in your own decisions, you have the right to be represented by parents, guardians, family members or other conservators.
5. Allow family input into care decisions in compliance with existing legal directives or existing court orders.
6. Have provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis necessary to give informed consent prior to the start of any procedure and/or treatment, and the expected outcomes, as well as, unanticipated outcomes.
7. Be given the opportunity to participate in decisions involving their proposed healthcare, and the ability to refuse care and treatments without being subject to discrimination or reprisal.
8. Be provided translation services to assure full understanding of their patient rights and treatment.
9. Financial Interest disclosure of owners of **PARKWAY SURGICAL CENTER**: Know that all surgeons of **PARKWAY GENERAL SURGEONS** are owners of **PARKWAY SURGICAL CENTER** and therefore have a financial interest in the facility. This includes Dr. Keith VanderGriend and Dr. Camille Miller.
10. Have your medical record, releases and disclosures, processed and protected, in accordance with 45 CFR Parts 160 and 164 (HIPAA).
11. Refuse to participate in research and/or clinical trials.
12. **Advance Directives**: If you have an Advance Directive, please present it prior to surgery, a copy will be kept on file. It is our policy, however, not to honor this at our facility. We will send a copy with you to the hospital in the case that you are transferred directly from our facility. If you need an advanced directive form or a description of Washington State health and safety laws, please inquire with our front desk staff.
13. Exercise his or her rights for property and person.
14. **Submission and investigation of grievances** relating, but not limited to, mistreatment, neglect, verbal, mental, sexual, or physical abuse. PGS/PSC will fully investigate any such grievances. To submit grievances, please send Child Abuse grievances to DSHS/Division of Family Services, Children's Protective Services, 1720 Ellis Street, Suite 100, Bellingham, WA 98225 or phone (360) 647-1600 or for Elder Abuse grievances submit in writing to the County department of Public Social Services and call (866) 809-5167.
15. Provide access to protective services.
16. The patient, their representative, or surrogate may complain or submit a grievance about the patient's care and treatment that is (or fails to be) provided without fear of retribution or denial of care and receive a resolution to the complaint in a timely manner. Following are the addresses and telephone numbers to which patients may report grievances in writing or verbally:

Practice Manager, Jean Maki at 360-733-0070 or in person at 2940 Squalicum Pkwy #204, Bellingham, WA 98225.

State of Washington Ombudsman, Chuck Davis or Suzan Lange at 330 Pacific Place, Mt. Vernon, WA 98273 Toll Free: 1-888-336-6164

HSQA Complaint Intake at PO BOX 47857, Olympia, WA 98504-7857 Toll Free:800-633-6828, Fax: 360-236-2626 or email hsqacomplaintintake@doh.wa.gov

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

Medicare Help and Support:1-800-MEDICARE