

Patient Rights (continued...)

You have the right to:

- Privacy. All your care, including examinations and tests, should be given in such a way to ensure your dignity.
- Have medical information about you kept private. This includes medical information in the computer.
 - Anyone not directly involved in your care, including family members, should have your permission to get information about you.
- Understand that if you have privacy concerns you can contact the management at The Orthopaedic Surgery Center, LLC at 262.303.5001.

You have the right to access your medical record.

As permitted by law, you have the right to:

- See your medical records. In general, you have the right to see and request corrections to your health record, and to know who else has access to them. You can have copies made at your own cost. Copies will be made within a reasonable length of time. (Usually 48 hours.)
- Not be recorded or filmed, or request that filming or recording stop.
- Receive a copy and full explanation of your bill. Your bills should list all charges and cost. If you ask, we can give you information related to financial assistance.
- Know that your physician may have a financial interest in the Surgery Center. You have the right to ask for information regarding Credentials of Health Care Professionals, along with information regarding absence of malpractice insurance.

Patient Responsibilities

Provide complete and accurate information to the best of his/her ability about his/her current health, medication, including over-the-counter products and dietary supplements and any allergies or sensitivities.

Follow the treatment plan prescribed by his/her provider.

Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.

Be respectful of all health care providers and staff, as well as other patients and property.

- Accept personal financial responsibility for any charges not covered by his/her insurance. Tell us complete information so your bills can be paid on time.
- If you feel that your rights have not been properly respected, you can exercise your rights without being subject to discrimination or reprisal by:
 - Alerting the Management Staff
 - Talking to the staff
- For any unresolved complaints, contact the Executive Director, Debbie Mulhollon, at 262.303.5001. She will contact you within 15 days to discuss in detail your complaint and make every effort to resolve the issue. You will receive a written letter of the decision to your complaint within 30 days. In addition, the patient can contact:

The State of Wisconsin Department of Health and Human Services. Bureau of Quality Assistance Health Services
1 West Wilson Street, Madison, WI 53704
Phone 800.642.6552

<http://dhfs.wisconsin.gov.bqaconsumer/HealthCareComplaints.htm>

For Medicare covered services, you may also contact the Office of the Medicare Beneficiary Ombudsman via toll free number or website below.
800-MEDICARE (800.633.4227)

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

Financial Ownership

The Orthopaedic Surgery Center, LLC is a jointly owned Orthopaedic ASC between Orthopaedic Associates of Wisconsin ASC, LLC and Waukesha Memorial Hospital, Inc. The following physicians have a financial ownership interest in The Orthopaedic Surgery Center, LLC.

Matthew Bong, MD
William Davies, MD
James Foley, MD
Daniel Holub, MD
Steven Merkow, MD
Rich Papandrea, MD
Scott Schneider, MD
Timothy Schultz, MD
Michael Tjarksen, MD
Thomas Viehe, MD
Hongsheng Zhu, MD



ORTHOPAEDIC ASSOCIATES
of Wisconsin

There is a Difference.

The Orthopaedic
Surgery Center, LLC

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Phone: 262.303.5000
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Patient Rights and Responsibilities



The Orthopaedic
Surgery Center, LLC

262.303.5000

Patient Rights

Understanding your rights will help you get the best possible care. Whenever the law or you allows someone else to exercise your rights or have your information we will respect that decision.

If you have any questions or need more information, it is your right to ask.

- It is your right to take an active role in your health care. Your cooperation is important. To provide quality health care, we need you to be part of your health care team.
- It is your right to be treated without discrimination. You cannot be denied access to appropriate and necessary care or services because of any of the following:
 - Race
 - Creed
 - National origin
 - Ancestry
 - Sex or sexual orientation
 - Marital status
 - Age
 - Color
 - Handicap
 - Source of payment
- You have the right to:
 - Be treated with respect at all times. You can expect us to be sensitive to your values, needs and wishes.
 - Ask for a transfer to another room if another patient is unreasonably disturbing you.
 - Have your cultural, psychosocial choices and beliefs respected.
- Be free from all forms of abuse and harassment.
- You are assured to receive care in a safe setting.
- You have the right to be informed.

- If you have questions or need more information you have the right to ask.
 - Guardians and proxies exercise these rights for minor people under guardianship and adults that are unable to sign for themselves. However, minors and people under guardianship should make as many decisions as possible.
- Receive clearly written and spoken information. If needed, we can provide an interpreter, signer, or any other necessary communication aids you need.
- You have the right to information you can understand. An appropriate Surgery Center or clinical representative should tell you about:
 - Your Illness
 - Course of treatment
 - Chances of recovery
- Except in emergency, you have the right to informed consent. Before you agree to any procedure, text, or treatment you should receive all the information you need to make a decision.
 - Get complete information. You have the right to ask for and receive information about your diagnosis, condition, treatment and chances for recovery.
- We must explain the following in a way you can understand:
 - Your options (including the option of not doing anything)
 - The risk and benefits of each option.
 - Possible outcomes, including the expected length of recovery.
 - Possible side effects of medication and treatment.
 - Costs, including what your insurance may and may not cover.
 - Outcomes that you did not expect.

- You have the right to accept or refuse care. We will tell you what will happen if you refuse care. As permitted by law, it is your right to:
 - Decide for yourself. You have the right to give, or refuse to give, consent for any procedure, test or treatment.
 - If you legally cannot, a surrogate decision maker, as allowed by law, has the right to refuse care, treatment and services on your behalf.
- You must give your informed consent before taking part in any special programs. It is your right to accept or refuse experimental treatment and/or participation in research.
- You should be fully informed of your options for care. Except for an emergency, we will not send you to another facility for treatment until we have provided for your continuing care and they have agreed to take you.
- You have the right to make advance directives, including whether you wish to participate in organ donation. These documents can help make your choices clear if you ever become physically or mentally unable to decide or speak for yourself.
- Wisconsin law permits a patient's advance directive to not be followed under three circumstances. These circumstances, including on what basis the objective may be raised, include the following:
 - When the physician believes that withholding or withdrawing life-sustaining procedures or feeding tubes would cause the patient pain or discomfort cannot be alleviated through pain relief measures.
 - This objection may be raised by an individual physician on a case-by-case basis.

- When the physician feels he/she cannot comply with the advance directive due to a conscience objection.
 - This objection may be raised by an individual physician.
- When the patient is pregnant, an advance directive has no effect if the physician knows the patient is pregnant.
 - This objection may be raised on an ASC-wide basis.
- There are two types of advance directives:
 - A living will gives instructions for the care you want if you ever are terminally ill.
 - A health care power of attorney lets you name another person to make decisions about your care if you become unable to do so.
 - For more information on advance directives go to www.wisconsin.gov.
- It is your right to know the identity of all people involved in your care. You also have the right to know who is in charge of your care.
- You have the right to effective pain relief or to refuse pain relief. Talk about your wishes for pain relief with your health care provider. You should also include your wishes about pain relief in your advance directives.
- Take part in planning for your discharge after you leave. You should discuss what your needs are and how they can be met. We can give you a list of places that offer continuing care.
- Have a patient advocate, if you desire. This person can be a staff member or a person from outside the facility. He/she help you protect your rights and help resolve any conflict.