

## Welcome To Evergreen Surgical Center

Evergreen Surgical Center is a joint venture partnership between Evergreen Healthcare and community physicians. The Center is also accredited by Medicare and The Joint Commission.

### PATIENT & CLIENT RIGHTS

While we are known for providing advanced medical solutions, it is our belief that knowledge is still the most powerful tool – yours and ours.

#### ***As a patient or client, you have the right to:***

- Be notified of their rights and exercise their rights in regard to their care.
- Receive safe, private, high quality and respectful care.
- Be provided impartial access to care.
- Receive medical services in a life-threatening emergency.
- Have their comfort needs addressed.
- Be informed of aspects of their condition necessary to make decisions regarding their care.
- Refuse treatment or services to the extent permitted by law and be informed of the potential consequences of such an action.
- Know the name of their physician and others who care for them.
- Receive, in terms they can understand, detailed information about their care, their illness, their treatment or other services they may be receiving.
- Actively participate in decisions involving their care, including ethical issues, and be informed of any change in plan of care in advance.
- Receive care from personnel that are properly trained to perform assigned tasks and coordinate services.
- Courteous and respectful treatment of person and property, privacy and freedom from abuse and discrimination.
- Confidential management of patient records and information (except when law dictates otherwise, they may approve or refuse the release of their records).
- Access information in their own patient record upon request.
- Be informed of the process for submitting and addressing any complaints to the Surgery Center facility or a state agency.
- Receive an explanation of their bill and policy concerning billing and payment for services, including inquiring about the possibility of financial aid.
- Seek a second opinion or choose another caregiver.
- Freedom from the use of seclusion or restraint of any form unless clinically necessary.
- Refuse to participate in experimental research.
- Sign an advance directive such as a living will.
- Be informed of the reasons for impending discharge, transfer to another agency and/or level of care, ongoing care requirements and other available services and options, if needed.

## PATIENT & CLIENT RESPONSIBILITIES

***As a patient or client, you have the responsibility to:***

- Participate in decisions involving your care.
- Provide a complete and accurate medical history to the best of your knowledge, and to provide information about current medications or treatments.
- To ask questions and seek clarification about your diagnosis, course of treatment or care plan.
- Provide information about complications of health symptoms.
- To follow the proposed course of treatment or care, recommendations and advice, which you and your provider have agreed upon.
- To be considerate of the rights of other patients and clients, care personnel and property.
- To provide accurate and timely information about sources of payment and your ability to meet financial obligations.

Make it known whether you understand what is expected of you, and whether you are able and willing to comply.

*Parents and guardians may represent or assist a patient or client in fulfilling these rights and responsibilities.*

## FEEDBACK

Patients, clients, families, or visitors have the right to express concerns about patient care or safety, or any aspect of their experience at Evergreen Surgical Center (ESC).

To contact Washington State Department of Health, please call 1-800-633-6828, or mail to Department of Health Facility & Service Licensing, P.O. Box 47852, Olympia, WA 98504.

To contact The Joint Commission, please call 1-800-994-6610, or visit The Joint Commission website at [http://www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)

To contact the Office of the Medicare Beneficiary Ombudsman, please call 1-800-MEDICARE, or visit their website at [www.medicare.gov/ombudsman/resource.asp](http://www.medicare.gov/ombudsman/resource.asp)

To contact ESC Management, please call (425) 899-5656 and ask for any manager. You may also mail your grievance to Administrator, 12333 NE 130<sup>th</sup> Lane, Suite 500, Kirkland, WA 98034. All grievances, either written or verbal, will be responded to by ESC management within 2 weeks.

## ADVANCE DIRECTIVES

Evergreen Surgical Center does not honor advance directives. If you already have an advance directive, please bring it with you to the Center. A copy will be filed in your medical record. In the event of a transfer to the hospital, your advance directive will go with your medical record. If you would like an advance directive form, it will be available at the Center. For more information on the Washington State Health & Safety Laws and to obtain State advance directive forms, please also visit <http://www.doh.wa.gov/livingwill/>

## PHYSICIAN OWNERS

We are pleased to inform you that the following physicians are owners in this surgical center:

Seth M. Arlow, MD  
Ray M. Baker, MD  
Kent L. Bassett, MD  
Mary N. Brumfiel, MD  
Robert S. Burks, MD  
Maura W. Cardwell, MD  
Victor P. Chan, MD  
Angela J. Chien, MD  
Howard L. Colston, MD  
Stephen R. Cuplin, MD  
Steven M. Dawson, MD  
Paul H. Dreyfuss, MD  
K. David Epley, MD  
Kenneth D. Faw, MD  
James G. Hibbert, MD  
Stephen G. Hyde, MD  
Garrett S. Hyman, MD  
Guoli Johnston, MD  
Robert B. Kierstein, DPM  
David Y. Kim, MD  
Peter J. Lallas, DPM  
Lawrence M. Maurer, DPM  
Teri L. McFall, MD  
Patrick W. Morell, MD  
Daniel E. Nelson, MD  
Mark A. Newman, MD  
Rolf D. Olsoy, MD  
Llewellyn N. Packia-Raj, MD  
Gail R. Pinczower, MD  
Lora A. Plaskon, MD  
W. Mark Potampa, MD  
Bradley L. Remington, MD  
Raphael N. Rodriguez, MD  
Dawn Russell, MD  
Steven S. Sasaki, MD  
Kristin J. Tarbet, MD  
Dean C. Walund, MD  
Josephine S. Wang, MD  
Diana Weeks, MD  
Karen V. Wells, MD  
Rodney G. Yen, MD  
Vinette Zabriskie, MD  
Donald L. Zimmermann, MD  
Orthopedics International, Ltd  
Surgical Center Anesthesiologists

## LOCATION

Evergreen Surgical Center is located on the Evergreen Hospital campus *east* of the main hospital. We are on the 5<sup>th</sup> (top floor) of the “Evergreen Surgery and Physician Center” building (Tan Zone). You will enter from the East Entrance of the parking garage (Level E – top floor entrance) across from Hospice. Parking is complimentary. Please visit our website for more details.

[www.evergreensurgicalcenter.com](http://www.evergreensurgicalcenter.com)