

## PATIENT'S BILL OF RIGHTS

The patient has the right to be treated with consideration, respect, and dignity.

The patient has the right to be free from all forms of abuse or harassment.

The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.

The patient has the right to know Houston Orthopedic Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability (physical or mental), sex, gender identity, sexual orientation, and religion.

The patient and/or the patient representative have the right to all complete and current information concerning their diagnosis and treatment and in terms that he/she can understand.

The patient has the right to know the person or persons responsible for coordinating their care. If not medically advisable to give information to the patient, the information shall be made available to an appropriate person in the patient's behalf.

The patient has the right to be provided information from their physician regarding their diagnosis, planned procedure, and expected outcome of procedure prior to signing the informed consent.

The patient has the right to refuse treatment and to be informed of the consequences of his/her actions.

The patient has the right to privacy of information or treatments concerning his/her own medical care and the right to personal privacy.

The patient has the right to be notified if they have been exposed to any communicable disease while at HOSC (i.e. COVID-19).

The patient has the right to be informed of any persons other than routine personnel that would be observing or participating in his/her treatment and to refuse that observation and/or participation.

The patient has the right for all medical records to be treated as confidential and given the opportunity to approve or refuse their release unless it would cause a negative outcome in the continuation of medical care or be prohibited by law.

The patient has the right to information concerning the facility to which he/she may have to be transferred. The facility to which a patient may be transferred must give approval prior to the patient transfer.

The patient has the right to know if any research will be done during his/her treatment and has the right to refuse it.

The patient has the right to expect quality care and service from Houston Orthopedic Surgery Center.

The patient has the right to be informed of the mechanism by which he/she will have continuing health care following discharge from Houston Orthopedic Surgery Center.

The patient has the right to know that the owners of Houston Orthopedic Surgery Center are:  
Dr. Jeffrey Easom, AOBOS, Dr. Derrick Phillips, ABOS, Dr. William Wiley, ABOS, and Dr. David H. Wiley, ABOS, all located at 3051 Watson Blvd., Warner Robins, GA 31093, 478-953-4563.

The patient has the right to information regarding qualifications of the healthcare professionals. A current list of healthcare professionals and credentials are kept in the Business Office.

The patient has the right to know that he/she may change providers, if another provider is available.

The patient has the right to know, in advance, the expected amount of his/her bill and an explanation of it, regardless of the source of the payment.

The patient has the right to know what Houston Orthopedic Surgery Center Rules and Regulations apply to his/her conduct as a patient.

The patient has the right to receive in advance of the procedure, information concerning the facility's policies on advance directives, in a language and manner that the patient or the patient's representative understands.

The patient has the right to know free aids and services are available to people with disabilities to communicate effectively with us. If you need these services, contact Becky Mann at 478-952-4995 or 478-971-2252. If you believe that Houston Orthopedic Surgery Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Becky Mann, Director, P.O. Drawer 6249, Warner Robins, GA 31095, Phone: 478-952-4995 or 478-971-2252, Fax: 478-971-2284, email: [bmann@mgo.md](mailto:bmann@mgo.md). You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Becky Mann, Director, is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201, Phone: 877-696-6775, TDD 800-537-7697.

Patients may report facility complaints to Becky Mann, Director of Houston Orthopedic Surgery Center, 3051 Watson Blvd., Suite 800, Warner Robins, GA 31093; Phone 478-971-2252 or 478-952-4995, Office of Regulatory Services Healthcare Facility Regulation Complaint Intake Unit, 800-878-6442; website is [www.dch.ga.gov](http://www.dch.ga.gov); fax number is 404-657-8935; address is 2 Peachtree Street NW, Atlanta, GA 30303 or the Office of the Inspector General at <http://oig.hhs.gov> .

Office of the Medicare Beneficiary Ombudsman website is <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>. This office ensures Medicare beneficiaries receive the information and help they need to understand their Medicare options and to apply their Medicare rights and protections.