



PATIENT RIGHTS AND RESPONSIBILITIES

Healing Waters Cosmetic Clinic, PLLC is committed to providing comprehensive health care in a manner, which acknowledges the uniqueness and dignity of each patient. We encourage patients and families to have clear knowledge of, and to participate in, matters and decisions relating to their medical and surgical care.

This facility and medical staff have adopted the following list of patient rights and responsibilities. This list includes, but is not limited to:

PATIENT RESPONSIBILITIES

- Provide accurate and complete information about your past illnesses, hospitalizations, medications and other matters relating to your health, and answer any questions concerning these matters.
 - Participate by talking openly and honestly about your concerns with the Healing Waters medical staff.
 - Understand the risks, benefits, and complications associated with the procedure, treatment, or service you are receiving, and to ask questions if you do not understand.
 - Cooperate with Healing Waters medical staff in carrying out treatments both during the service and post-treatments.
 - Participate and cooperate with medical staff by creating a post-treatment plan which meets your medical and social needs, including adult caregiver and transportation, where required.
 - Accept personal financial responsibility for all charges and provide information relating to sources of payment that you may have.
 - Provide a responsible adult for transportation as directed to and from the organization appropriate to the medications and/or anesthetics that you will be receiving unless otherwise permitted and documented by the physician.
 - Inform your provider about any living will, medical power of attorney, or other directive that could affect your care. Know that Healing Waters does not honor "Do Not Resuscitate" (DNR) orders. If you have a DNR order you will be asked to suspend your DNR order while you are a patient at Healing Waters surgical facility.
 - Cooperate and abide by the rules, regulations and policies of Healing Waters.
 - Be considerate of fellow patients and clients, respecting their need for privacy and a quiet environment, as we expect them to do for you as well
- Receive emergency care if needed (emergency services will be notified).
 - To be safe and secure in the knowledge that the surgeon has been screened and credentialed by outside agencies; ensuring that licensure, training and background checks have been performed;
 - To be informed of services available in the facility, the names and professional status of the personnel providing and/or responsible for the patient's care, and of fees and related charges, including the payment, fee, deposit, and refund policy of the facility and any charges for services not covered by sources of third-party payment or not covered by the facility's basic rate.
 - Know the names, positions and functions of any staff involved in your care and the right to refuse their treatment, examination or observation.
 - A non-smoking environment.
 - Receive all the information you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
 - Refuse treatment and be told what effect this may have on your health.
 - To participate in the planning of the patient's care and treatment including the right to choose or change providers and to refuse medication and treatment. Such changes or refusal shall be documented in the patient's medical record.
 - To be included in experimental research only when the patient gives informed, written consent to such participation, or when a guardian gives such consent for an incompetent patient in accordance with law, rule and regulation. The patient has the right to decline participation in any experimental research, including the investigation of new drugs and medical devices without the fear of hindrance of their patient care.
 - Privacy and confidentiality of all information and records regarding your care.
 - To be asked if you have an Advance Directive and if so, for it to be prominently placed in your chart.
 - Responsible responses to any reasonable request for service.
 - To expect reasonable continuity of care.
 - To be informed of the continuing health care requirements following discharge from the center.
 - To report any comments or complaints concerning the quality of care provided to you and for the facility to make every attempt to respond within ten (10) business days to your comment or complaint. If the facility cannot respond within ten (10) business days, then you will be notified when you can expect a response.
 - Participate in all decisions about your treatment. Where applicable, Healing Waters will provide you with a written post-treatment plan.

PATIENT RIGHTS

- Receive treatment without discrimination as to age, race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
- To be free from mental and physical abuse or neglect, free from exploitation, and free from use of restraints unless they are authorized by a practitioner for a limited period of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel; all suspected events of abuse will be reported to the appropriate internal, legal and licensing authorities for full investigation.

- Receive an itemized bill explanation of all charges.
- To voice grievances or recommend changes in policies and services to facility personnel, the governing authority, and/or outside representatives of the patient's choice either individually or as a group, and free from restraint, interference, coercion, discrimination, or reprisal. For any complaints, you may direct them to (316) 262-2995. Alternatively you may contact the State Medical or Nursing Board.

HEALTH INFORMATION PRIVACY RIGHTS

- You may review your medical record without charge or obtain a copy of medical records for a reasonable fee. In most cases, your copies must be given to you within 30 days, but this can be extended for another 30 days if necessary.
- You can ask to change any wrong information in your file or add information to your file if it is incomplete.
- Healing Waters uses your medical information only to help match the best elective treatments with your lifestyle, health, and aesthetic needs. Occasionally, Healing Waters will use actual patient before and after photographs for advertising and marketing purposes. Photographs will only be used once a patient has signed the consent form authorizing the use of his/her photographs. Steps will be taken to protect the identity of all patients whose photographs are used.
- Healing Waters will never share or release your health information to another physician, medical facility, or hospital unless specifically requested to do so from you.
- You can make reasonable requests to be contacted at different places or in a different way (you can have a nurse call you at your office instead of your home, etc.).
- Conversations between you and the doctor or nurse are confidential and will not be discussed with members outside of the Healing Waters Medical Staff and Administration. You can ask your physician or nurse not to share your health information with certain individuals within Healing Waters (you may ask your physician not share your medical information with other Healing Water nurses). However, they do not have to agree to do what you ask.
- If you believe your information was used in a way that is not allowed under the privacy law, if you were not able to exercise your rights, you can file a complaint with Healing Waters, and a representative will take your complaint. You can also file a complaint with the U.S. Government

ADVANCE DIRECTIVE NOTIFICATION

All patients have the right to participate in their own health care decisions and to make Advance Directives that give instructions about any aspect of health and/or authorize an agent to make decisions on their behalf based on their expressed wishes when able to make decisions or unable to communicate decisions. Healing Waters respects and upholds these rights. If you have executed an Advance Directive, please bring a copy on the day of your procedure. If you do not have an Advance Directive, information can be found at the state website: <http://www.sedgwick.k-state.edu/aging-medicare/documents/Advance%20Directives%20in%20KS%20MF2815.pdf>. However, unlike in an acute care hospital setting, Healing Waters does not perform "high risk" procedures. Of course, no surgery is without risk. You can discuss the specifics of your procedure with your physician who can answer your questions as to its risks, your expected recovery and care after surgery. Therefore, it is our policy, regardless of the contents of any Advance Directive that if a patient suffers a cardiac or respiratory arrest or other life-threatening situation, a signed consent form implies consent for resuscitation and transfer to a higher level of care. Therefore, in accordance with state and federal law, Healing Waters is notifying you that we will not honor previously signed Advance Directives regarding code status for any patient. It is still important that you provide Healing Waters with a copy of your Advance Directive, as it will be sent with you should you require a transfer to a higher level of care. If you do not agree to this policy, please address this issue with your physician prior to your surgical date.

FEEDBACK

Our goal is to provide the best surgical experience possible while in our facility. Patients, clients, families or visitors have the right to express complaints or concerns about any aspects of their care or experience with our organization without fear of discrimination or reprisal. Please be assured that expressing a complaint or concern will not compromise your care and will be addressed according to our policy. Concerns may be directed to:

Irene Ullrich (Healing Waters Wichita) at (316) 262-2995

Kansas Medical Board at (785) 296-3155

Accreditation Association for Ambulatory Healthcare, Inc at (847) 853-6060