

**The Cataract Specialty Surgical Center**  
**Patient Rights and Responsibilities**

**The patient/patient's representative has the right to:**

1. Make informed decision regarding the patient's care.
2. Exercise his/her rights without being subjected to discrimination or reprisal.
3. Voice grievances regarding care that is (or fails to be) furnished.
4. Be fully informed about a treatment or procedure and the expected outcome before it is performed.
5. Know who is responsible for the care provided.
6. Know whether the patient's physician has a financial/ownership interest in the facility.  
The following physicians have financial/ownership interest in the facility:  
Dr. Nate Kleinfeldt, Dr. Steven Shanbom, Dr. Daniel Zuckerbrod
7. Personal privacy and confidentiality in communication and medical records.
8. Receive care in a safe setting.
9. Be free from all forms of abuse or harassment.
10. An explanation of the various types of care to be received.
11. Refuse treatment, except in some cases where life saving treatment is mandated.
12. Know of any affiliations your hospital and physician(s) have with other institutions and physicians.
13. Choose to change primary or specialty physicians if other qualified physicians are available.
14. Be advised regarding the facility's policy on advance directives, including a description of any applicable State health and safety laws and, if requested, official State advance directive forms.

**Advance Directives**

Advanced Directives are not honored at The Cataract Specialty Surgical Center. In the event of an emergency or life threatening situation, advanced cardiac life support procedures will be instituted in every instance and patients will be transferred to a higher level of care.

## **Patient Responsibilities**

1. The patient is responsible for asking questions to seek information or clarification of things not understood and for advising the physician if the decision is made to stop the treatment plan.
2. The patient is responsible for providing payment information and accepting personal financial responsibility for any charges not covered by their insurance.
3. Patients and/or family have the responsibility to:
  - A. Provide information about past illnesses, hospitalization, allergies or sensitivities, medications (including over-the counter products and dietary supplements, and other matters relating to their health and to answer all questions concerning these matters to the best of their ability.
  - B. Be considerate of other patients and to see that family members are also considerate, especially in regards to smoking, noise and visitation policy.
  - C. Be respectful of all health care providers, staff, and other patients.
  - D. Be prompt in arranging for the payment of bills and provide necessary information for insurance processing.
  - E. Keep all appointments at their scheduled time or contact staff as early as possible if a scheduled appointment cannot be kept.
  - F. Cooperate with medical personnel in their efforts to restore functioning capacity by following instructions and by asking questions if information is not understood.
  - G. Be responsible for informing the staff or physician changes experienced during treatment.
  - H. Upon discharge by staff, maintain follow-up treatment provided by his/her provider
  - I. 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
  - J. Inform provider of any living will, medical power of attorney, or other directive that could affect his/her care.

## **Filing Complaints**

If you have a complaint, you may contact:

The Cataract Specialty Surgical Center  
Administrator  
28747 Woodward Avenue  
Berkley, MI 48072  
[www.cataractspecialty.com](http://www.cataractspecialty.com)  
248-584-4602

Department of Community Health  
Bureau of Health Systems  
Complaint Investigation Unit  
P.O. Box 30664  
Lansing, MI 48909  
800-882-6006

Office of Medicare Beneficiary Ombudsman  
[www.cms.hhs.gov/center/embudsman.asp](http://www.cms.hhs.gov/center/embudsman.asp)  
800-633-4227