Valleygate SURGERY CENTERS

Valleygate Surgery Centers will observe and respect a patient's rights and responsibilities without regard to age, race, color, sex, gender identity, national origin, religion, culture, physical or mental disability, personal values or belief systems during check-in, throughout evaluation and treatment areas. The facility will, prior to the start of the surgical procedure, provide the patient, the patient's representative, or the patient's surrogate with verbal and written notice of the patient's rights and responsibilities.

Patient Rights:

1. A patient has the right to receive considerate and respectful care by competent personnel in a safe setting. To respect cultural, psychosocial, spiritual, and personal values, beliefs, and preferences.
2. A patient has the right to know the name of the provider who has primary responsibility for coordinating your care, and the names and professional relationships of other provider/physicians and healthcare personnel having direct contact with you.
3. A patient has the right to have personal privacy respected concerning his own medical/dental care. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
4. A patient has the right to have all records pertaining to his medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
5. A patient has the right to know what facility rules and regulations apply to his conduct as a patient and for their visitors.
6. A patient has the right to expect emergency procedures to be implemented without unnecessary delay, to include a transfer to a higher level of care facility via emergency medical services, deemed medically necessary by a provider/ physician.
7. A patient has the right to be informed of the Center's policy with regard to advance directives.
8. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed. A patient has the right to receive information regarding the Center's credentialing policies.
9. A patient has the right to full information in laymen's terms, concerning his diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not possible or medically advisable to give such information to the patient, the information shall be given on his behalf to the patient's designee or health care agent.
10. Except for emergencies, a provider/physician must obtain necessary informed consent prior to the start of any procedure.
11. A patient has the right to be advised when a provider/physician is considering the patient as a part of a medical/dental care research program or donor program. Informed consent must be obtained prior to actual participation in such a program, and the patient or legally responsible party may, at any time, refuse to continue in any such program to which he has previously given informed consent.
12. A patient has the right to refuse any drugs, treatment or procedure offered by the facility, to the extent permitted by law, and a provider/physician shall inform the patient of his right to refuse any drugs, treatment or procedures and of the medical consequences of the patient's refusal of any drugs, treatment or procedure. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment, and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
13. A patient has the right to assistance in obtaining consultation with another provider/physician at the patient's request and expense if other qualified providers are available.
14. A patient has the right to medical/dental and nursing services without discrimination or reprisal based upon race, color, religion, sex, sexual orientation, gender identity, national origin or source of payment.
15. A patient who does not speak English has the right to have access to an interpreter.
16. The facility shall provide a patient, patient's designee, or the patient's health care agent, upon request, access to all information contained in the patient's medical/dental records. A patient's access to medical/dental records may be restricted by the patient's attending provider/physician. If the provider/physician restricts the patient's access to information in the patient's medical/dental record, the provider/physician shall record the reasons on the patient's medical/dental record. Access shall be restricted only for sound medical reasons. A patient's designee or health care agent may have access to the information in the patient's medical/dental records even if the attending provider/physician restricts the patient's access to those records.
17. A patient has the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort.
18. A patient has the right to appropriate assessment and management of pain, information about pain, pain relief measures, and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer severe, chronic intractable pain. The doctor may refuse to prescribe opiate medication, but if so, must inform you that there are providers/physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
19. The patient has the right to use any pharmacy of their choosing for any prescriptions given.
20. The patient has the right to examine and receive a detailed explanation of his bill.
21. The patient has a right to full information and counseling on the availability of known financial resources for his health care.
22. A patient has the right to be informed upon discharge of his continuing medical/dental care requirements following discharge, the means for meeting them, and accessing after hours of care.
23. A patient has the right to designate visitors who shall receive the same visitation privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient unless one of the following:
    a. No visitors are allowed.
    b. The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
    c. You have told the health facility staff that you no longer want a particular person to visit. However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

24. The patient has the right to be free from all forms of discrimination, abuse, harassment, and neglect including restraints and seclusion of any form, used as a means of coercion, discipline, convenience or retaliation by staff.
25. A patient has the right of access to an individual or agency who is authorized to act on his behalf to assert or protect the rights set out in this policy.
26. If a patient is judged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
27. If a state court has not judged a patient incompetent, any legal representative designated by the patient in accordance with State laws may exercise the patient's rights to the extent allowed by State law.
28. A patient has the right to be informed of the right to change providers if other qualified providers are available (G4).
29. The patient has the right to file a grievance.

Patient Responsibilities:

1. Providing, to the best of your knowledge, complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, prescribed and over-the-counter-medicines, vitamins, herbal products, and any other matters relating to your health, including perceived safety risks, allergies, or sensitivities and other requested information.
2. Inform VSC or your provider about any living will, medical consent or medical power of attorney, or other directives that could affect your care.
3. Following the treatment plan recommended by your dentist. This may include following the instructions of nurses and other health care providers as they carry out the coordinated plan of care. If you believe you can't follow through with your treatment plan or do not understand the instructions, you are responsible for telling your provider or other health care providers of any concerns.
4. Your actions and outcomes if you refuse treatment or do not follow your treatment plan.
5. You are responsible for keeping appointments, being on time, and notifying your health care provider if you cannot keep your appointments.
6. You are expected to provide complete and accurate information about your health insurance coverage and to pay your bill in a timely manner.
7. To treat all the center's staff, other patients, and visitors with courtesy and respect; abide by all center rules and safety regulations; and be mindful of noise levels, privacy, and number of visitors and the personal property of others and of VSC.
8. To leave valuables at home and only bring necessary items for your VSC visit.
9. Observe VSC policy regarding weapons while on VSC property. There will be no weapons allowed on VSC property, even if you have a legally obtained conceal/carry permit.
10. Observe the tobacco free policy of the VSC, including smokeless tobacco, vapor, or e-cigarettes.
11. Keep any information private if heard or seen about another patient or VSC business or staff. Do not take pictures, videos, or other images, or recordings of other children, family members, or staff without permission.
12. To ensure your parent, guardian, or personal representative remains on the premises of VSC at all times until discharged.
13. Provide a responsible individual to transport you home from the facility and remain with you for 24 hours if required by your provider.

NOTICE TO PATIENTS

Advanced Directives Policy: Please note that our Facility's policy on Advanced Directives is that Life sustaining efforts will be initiated and maintained on all patients. If you would like information on developing Advanced Directives, the following website can assist you and includes

A description of the State's health and safety laws and upon request, we will provide you with official State advance directive forms. http://www.ncleg.net/EnactedLegislation/Statutes/HTML/BySection/Chapter_90/GS_90-321.html or www.valleygatedentalsurgery.com

Physician Financial Ownership: We are required by Federal law to notify you that physicians have financial interests or ownership in this ASC. We are required by 42 C.F.R. § 416.50 to disclose this financial interest or ownership in writing prior to the surgical procedure. A list of physicians who have a financial interest in this ASC is listed on your right.

Grant Wiles,DDS
Mit Patel,DDS
Bradley Ryan,DDS
Jordan Olsen,DDS
Anuj James,DDS

HOW TO FILE A COMPLAINT OR GRIEVANCE
Contact any of the following:

Valleygate Surgery Center Manager
(ask reception for contact information)

Alicia Greva, Compliance Manager
Valleygate Holdings, LLC
2008 Litho Place
Fayetteville, NC 28304
910-406-9455 extension 3155

This line is accessible 24 hours a day. Your grievance will be reviewed, and you will be provided with a written response within 30 days. The written response will contain the name of a person to contact at Valleygate Holdings, LLC, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process.

South Carolina Department of Public Health
https://dph.sc.gov
803-898-3300 (inside SC)
1-800-922-6735 (outside SC)

Medicare Ombudsman
https://www.medicare.gov/claims-and-appeals-medicare-rights-get-help-ombudsman.html

1-800-633-4227

The Accreditation Association for Ambulatory Health Care
1-847-853-6060