

Women's Physician Surgery Center

Patient Brochure



8081 Township Line Rd

Indianapolis, IN 46260

317-415-8180

Ownership Information

The following list contains physicians who have an ownership in the Women's Physician Surgery Center. An interest in this facility enables them to have a voice in the Administration and Medical policy of the surgery center. This involvement helps to ensure the finest quality care for their patients.

Bopp, MD, Bradford
Cleary, MD, John
Colver, MD, Robert
Gates, MD, Richard
Gaudreau, MD, Hilary
Hinkle, MD, Mary
Jarrett, MD, James
Kappelman, MD, Marc
Leone, MD, John
Matakevich, MD, Barbara
Myers, MD, James
Pauloski, MD, Jeffrey
Reuter, MD, Laura
Ronco, MD Debra
Stevens, MD, Angela
Thomas, MD, Shirley
Turtle, MD, Janet

Patient Grievance Procedure

The Center strives to provide quality care and achieve patient satisfaction. Patient grievances or complaints provide a means to measure achievement of this goal and identify needs for improvement. Patients shall be provided with a means to register a complaint concerning any and all aspects of their service/care provided by the Center including: All alleged violations/grievances relating but not limited to mistreatment, neglect, verbal, mental, sexual, or physical abuse.

Advance Directives

Advance directives are witnessed documents that say what you desire in the event you are unable to communicate your wishes. Advance directives such as living wills or life prolonging procedures declarations help you express your wishes about the extent to which you want treatments to prolong your life when death is inevitable within a short time. Directives such as the appointment of a health care representative or a durable power of attorney specify who should speak in your name if you cannot express your own wishes, either temporarily or permanently. If you have the desire to establish advance directives, healthcare

representative/durable power of attorney and living will, at any time during a visit to the surgery center they should be directed to contact: their physician,

or

<http://www.in.gov/legislative/ic/code/title16/ar36/ch4.html>

or

http://www.ascensionhealth.org/ethics/public/issues/ADR_StatebyState_5305.pdf

or

<http://www.uslivingwillregistry.com/forms.shtm>

Patient Bill of Rights

1. The patient has the right to considerate and respectful care in a safe setting and free from unwanted visitors.
2. The patient has the right to obtain from his/her physician complete current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in his behalf. The patient has the right to know the name of the person responsible for the procedures and/or treatment.
3. The patient has the right to obtain from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives, the patient has the right to know the name of the person responsible for the procedures and/or treatment.
4. The patient has the right to refuse treatment and/or to change physicians and to be informed of the medical consequences of his/her action.
5. The patient has the right to every consideration of her privacy concerning her own medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Those not directly involved in his/her care must have the permission of the patient to be present.
6. The patient has the right to expect that all communications and records pertaining to his/her care should be treated as confidential.

7. The patient has the right to expect that within its capacity, the Center will provide evaluation, service and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
8. The patient has the right to obtain information as to any relationship of this facility to other healthcare and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by names, which are treating him/her.
9. The patient has the right to be advised if the Center proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
10. The patient has the right to expect reasonable continuity of care. The patient has the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that this facility will provide a mechanism whereby the patient is informed by his/her physician or a delegate of the physician of the patient's continuing health care requirements following discharge.
11. The patient has the right to examine and receive an explanation of his/her bill regardless of source of payment.
12. The patient has the right to know our facility rules and regulations and how they apply to his/her conduct as a patient.
13. The patient has the right to know that the surgery center is partially owned by a group of surgeons, one or more of which may be directly related to providing his/her healthcare at that facility and will also be provided with a list of Owning Physicians.
14. The patient has the right to know information regarding Advance directives and that the surgery center does NOT honor a "No Code"/ "do not resuscitate" status.
15. The patient has the right to voice grievance and express complaints about the care and services provided including all alleged violations/grievances relating but not limited to mistreatment, neglect, verbal, mental, sexual, or physical abuse and have the surgery center investigate such complaints. The Executive Director will then talk in person or call the patient or family member who initiated the complaint within 15 days of the complaint. The patient or patient family has the right to voice grievances without fear of reprisal or discrimination.
16. The patient has the right to know that any patient who has been adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, that the rights of the patient may be exercised by the person appointed under state law to act on the patient's behalf. Or, if a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.