



It's Your Right to Know

As a patient, it is your right to have certain information provided to you prior to your surgical procedure in writing and verbally.

In an ongoing effort to educate our patient, Broward Specialty Surgical Center offers the following information to you:

- Patient Rights and Responsibilities
- Advance Directive
- Grievance Process
- Ownership Disclosure

Summary of the Florida Patients' Bill of Rights and Responsibilities

Florida law requires that your healthcare provider or health care facility recognizes your rights while you are receiving medical care, and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of the patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

Patient's Rights

A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity and with protection of his or her need of privacy.

A patient has the right to a prompt and reasonable response to questions and requests.

A patient has the right to know who is providing medical service and who is responsible for his or her care.

A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.

A patient has the right to know what rules and regulations apply to his or her conduct.

A patient has the right to be given by his or her health care provider, information concerning diagnosis, planned course of treatment, alternatives, risks and prognoses.

A patient has the right to refuse treatment, except as otherwise provided by law.

A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.

A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or healthcare facility accepts Medicare assignment rate.

A patient has the right to receive, upon request and prior to treatment, a reasonable estimate of charges for medical care.

A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request to have the charges explained.

A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.

A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

A patient has the right to know if medical treatment is for the purpose of experimental research and to give his or her consent or refusal to participate in such experimental research.

A patient receiving care in this facility has the right to bring any person of their choosing to the patient accessible areas whether this is for treatment or consultation, unless by so doing would endanger the safety or health of any person in the facility or cannot be reasonably accommodated by the facility or physician.

A patient has the right to express grievance regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the healthcare provider or health care facility which served him or her, and to the appropriate state licensing agency.

For a full copy of the Patient's Bill of Rights, contact the facility at (954) 322-4222

Patients Responsibilities

A patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to his or her health.

A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.

A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action, and what is expected from him or her.

A patient is responsible for keeping appointments and when he or she is unable to do so for any reason, and notifying the health care provider or health care facility.

A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.

A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.

A patient is responsible for following health care and facility rules and regulations affecting patient care and conduct.

Advance Directives

An advance directive speaks for you if you are unable to speak, and helps to ensure that your religious and personal beliefs will be respected. It is a useful document for an adult of any age to plan for future health care needs.

Although Broward Specialty Surgical Center does not honor advance directives, we will provide you with the contact information and forms to assist in writing an advance directive.

Information can also be obtained at 1-888-419-3456. State information can also be obtained at www.myflorida.com or call 850-245-4640

Grievance and Grievance Procedure

We strive to maintain a professional and compliant atmosphere. However, issues arise. The Grievance Procedure is a means for patients and related parties to enquire into issues raised, and identify whether action needs to be taken to resolve the identified issues and prevent recurrence.

The Facility Administrator will record the grievance complaint and conduct a prompt investigation for quick resolution.

Any patient and/or support person, visitor, employee, physician, or vendor may lodge a grievance using the Centers procedure to formally voice complaints, resolve disputes, or to bring attention to possible violations of patient rights.

No person shall be punished or retaliated against for using the Grievance Procedure.

Any grievances, comments and complaints are addressed to the Center Administrator.

Complete details and a copy of the Center's Grievance policy, as well as a Grievance form may be obtained by contacting the Center Administrator at 954-322-4222, or write to 7261 Sheridan Street, Suite 100A, Hollywood, FL 33024.

Filing Complaints

If you have a complaint against a hospital or ambulatory surgical center, call the Consumer Assistance Unit at 1-888-419-3456 (press 1), or write to the address listed below:

AGENCY FOR HEALTH CARE ADMINISTRATION
CONSUMER ASSISTANCE UNIT
2727 MAHAN DRIVE, BUILDING 1
TALLAHASSEE, FL 32308

If you have a complaint against a health care professional and want to receive a complaint form, call the Consumer Services Unit at 1-888-419-3456 (press 2). Or write to the address below:

AGENCY FOR HEALTH CARE ADMINISTRATION
CONSUMER ASSISTANCE UNIT
P.O.BOX 14000
TALLAHASSEE, FL 32317-4000

Ownership Disclosure

Broward Specialty Surgical Center is owned and operated by United Surgical Partners Inc. in joint Partnership with Physician Owners. We recognize that you have the right to choose the provider of healthcare services. We are pleased that you have chosen Broward Specialty Surgical Center. The partners are listed below:

- Dr. Caren Bennett Gastroenterology

- Dr. Alvaro Garcia General Surgery
- Dr. Sina Joorabchi ENT
- Dr. Eliecer Kurzer Urology
- Dr. Travis Lewis ENT
- Dr. Dean Palmer Gastroenterology
- Dr. Jennifer Pollak Uro-GYN
- Dr. Antonio Reyes Urology
- Dr. Craig Shapiro ENT
- Dr. Robert Sherman Urology
- Dr. Michael Simon Urology
- Dr. Adam Weisstuch ENT

