

**Fox Valley Orthopedic Institute**  
**Ambulatory Surgery Center**  
**2525 Kaneville Road**  
**Geneva, IL 60134**  
**(630) 513-2635**



## Patient's Rights and Responsibilities

### *Patients have the Right to:*

- Exercise his/her rights without being subject to discrimination or reprisal.
- Be treated with respect, consideration and dignity in a safe setting.
- Be free from all forms of abuse or harassment.
- Be provided appropriate privacy.
- Expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When we release records to others, such as insurers, it is emphasized that the records are confidential and we have a Business Associate agreement.
- Have communication provided to you in your primary language, which may include interpretive services.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed. This is to include information concerning your diagnosis, treatment and prognosis. If it is medically inadvisable to give such information directly to the patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Participate in the decisions involving his/her health care, except when such participation is contraindicated for medical reasons.
- Consent or decline to take part in research affecting your care.
- An explanation of how our healthcare professionals are credentialed, and receive information about the credentials of health care professionals, if requested.
- Change providers if other qualified providers are available.
- Have an Advanced Directive. However, Fox Valley Orthopedic Institute Surgery Center may decline to honor Advanced Directives. Unexpected complications due to anesthesia or surgery are not natural causes, this means if a complication occurs during your treatment at this facility, we will initiate rescue measures and transfer you to Delnor Community Hospital. The hospital will then determine further treatment or withdrawal of treatment in accordance with your wishes, Advance Directive, or Health Care Power of Attorney. The hospital is not affiliated or in partnership with Fox Valley Orthopedic Institute Surgery Center. If you do not have an Advance Directive and would like information and a form to complete a directive, you may get this information from any staff member.

- Express complaints to any staff member about the care and services provided.
- Know how to voice grievances regarding treatment or care that is (or has failed to be) furnished. You have the right to be informed of our grievance policy. A formal grievance form can be obtained from the Receptionist or other staff member. The patient, the patient's representative, or the patient's surrogate may also file a written complaint/grievance with the Director of Surgery at the above address. The Director of Surgery will provide a written response within fourteen (14) days from the date of receipt of the complaint or grievance. The grievance can also be filed with the following agencies:

❖ *Illinois Department of Public Health*  
 535 West Jefferson Street  
 Springfield, IL 62761  
 (217) 782-4977

❖ *Medicare Beneficiary Ombudsman*  
 (800) 633-4273  
[www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)

### *Patients are responsible for:*

- Providing complete and accurate information regarding matters of their health including past and present illnesses, hospital stays and use of medication.
- Participating in the treatment plan recommended by their provider.
- Being respectful to all health care professionals and staff, as well as other patients.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by the provider.
- Informing his/her provider about any living will, medical power of attorney, or other advanced directive that could affect care.
- Their actions if they refuse treatment or do not follow instructions from their practitioner.
- Ensuring that the financial obligations of their healthcare are fulfilled as promptly as possible, and accept personal financial responsibility for any charges not covered by his/her insurance.

### *Additional Information:*

The physicians listed below are on staff at Fox Valley Orthopedics Institute Surgery Center, and are owners of the facility. You may choose to have your surgery in a facility not owned by physicians.

Dr. T. Atkins

Dr. J. Petrucci

Dr. E. Bartel

Dr. T. Petsche

Dr. K. Kettterling

Dr. C. Popp

Dr. V. Mehta

Dr. J. Sostak

Dr. D. Morawski

Dr. C. Torosian