EMBASSY SURGERY CENTER

PATIENT RIGHTS AND RESPONSIBILITIES

Phone: (661) 237-5454 Ext. 103

Embassy Surgery Center is committed to providing high-quality care in a safe, respectful, and patient-centered environment. The following rights and responsibilities are provided in accordance with CMS Conditions for Coverage and Quad A Accreditation Standards.

Patient Rights

- To be treated with dignity, respect, and consideration.
- To receive care in a safe environment free from abuse, neglect, harassment, discrimination, or retaliation.
- To receive information about diagnosis, treatment options, risks, benefits, and alternatives in a manner that is understandable.
- To participate in decisions regarding care and treatment.
- To provide informed consent prior to treatment or procedures.
- To refuse treatment to the extent permitted by law and be informed of the consequences of refusal.
- To personal privacy and confidentiality of health information.
- To review, obtain copies of, and request amendments to medical records as permitted by law.
- To be informed of physician ownership interests in the facility.
- To receive appropriate assessment and management of pain.
- To receive information regarding advance directives.
- To voice concerns, complaints, or grievances without fear of discrimination or reprisal.
- To receive communication assistance, including interpreter services when appropriate.

Patient Responsibilities

- Provide complete and accurate information regarding health history, medications, allergies, and insurance coverage.
- Follow treatment plans and instructions provided by healthcare professionals.
- Ask questions when instructions or information are not understood.
- Notify caregivers of any changes in condition or symptoms.
- Treat staff, physicians, other patients, and visitors with courtesy and respect.
- Meet financial obligations related to care.
- Follow facility policies regarding safety and infection prevention.
- Arrange for a responsible adult to accompany them home when required.

Complaints and Grievances

Patients have the right to file a complaint or grievance regarding care or services received. Complaints may be submitted without fear of retaliation.

Embassy Surgery Center
Attn: Administration
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Language Assistance and Accessibility

Interpreter services and reasonable accommodations are available upon request. Embassy Surgery Center complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, religion, sexual orientation, or gender identity.

Our Commitment

Embassy Surgery Center's mission is Making a Positive Difference in Our Community One Patient at a Time. We are committed to providing safe, compassionate, and high-quality surgical care.