

Owner Information: The Avon Surgery Center is jointly owned by William Wiley, MD, Shamik Bafna, MD, Kathleen Jee, MD, and Daniel Pierre, MD.

Patient Rights & Responsibilities:

- Receive information about your rights.
- Effective communications in a manner you understand, including interpretive and translation services and sign language interpreters.
- Have your personal dignity respected.
- Considerate and respectful care, including the right to be free from all forms of discrimination, harassment, neglect, exploitation, and verbal, mental, physical or mental disability, gender identity or expression, socioeconomic status, or source of payment.
- Be involved in decisions that affect your care, treatment, or services.
- Have a support person, such as a family member, friend, or other individual of your choosing, present with you for emotional support during the course of your stay, as appropriate.
- Receive visitors of your choosing that you (or your support person, as appropriate) designate, including a spouse, domestic partner (including a same sex domestic partner), another family member, or friend and the right to withdraw or deny your consent at any time.
- Be informed (or your support person informed, where appropriate) of your visitation rights, including any clinically necessary restriction or limitation of such rights.
- Have your family or representative of your choosing and your own physician notified of your admission to the hospital.
- Receive necessary information from our physicians to give or withhold informed consent prior to the start of any procedure or treatment when possible.
- Legally appoint someone else to make decisions for you if you become unable to do so, and have that person approve or refuse care, treatment and services.
- Give or withhold informed consent prior to and during recording or filming for purposes other than identification, diagnosis or treatment.
- Receive information about the persons responsible for your care, treatment, or services.
- Formulate advance directives and have them followed.
- Have your complaints addressed and receive resolution within a timely, reasonable and consistent manner.
- Confidentiality, personal privacy and security.
- Access, request amendment to, and obtain information on disclosures of your health information as allowed by law.
- Care rendered in a clean and safe environment.
- Be free from restraint or seclusion of any form not necessary for health or safety, which are used as a means of coercion, discipline, convenience, or retaliation by staff.
- Accommodations for the physically challenged
- Pain management.
- Access protective and advocacy services.
- Consent to or decline to participate in research studies and clinical trials.
- Have your culture, psychosocial, spiritual and personal values, beliefs and preferences respected.
- Have access to pastoral and other spiritual services.
- Be informed, along with your family as permitted by you, about the outcomes of care, treatment, and services that have been provided including unanticipated outcomes.

As a patient you have the responsibility to:

- Provide information about past illness, hospitalizations, medications and other matters related to your health, including changes in your symptoms or condition.
- Inform your care providers when information has not been understood.
- Follow the recommendations and advice of your care providers, and understand that you are responsible for the consequences if you refuse to do so.
- Provide complete and accurate information about insurance and your ability to meet the financial obligations of your care.
- Be considerate and respect the rights and property of other patients, visitors, and hospital staff.

Complaints or Grievance:

You have the right to discuss your concerns, complaints or grievances with your care provider. If you feel at any time we have failed to provide you with these services or discriminated in another way, you can file a complaint with

Avon Surgery Center – Administrator – 440-571-3760, fax 440-517-3761
sbulleit@clevelandeyeclinic.com
36991 American Way
Suite 1, Avon, Ohio 44011

You also have the right to file a grievance with:

U.S. Department of Health and Human Services, Office for Civil Rights:
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> for by mail or phone at: 200 Independence Ave. SW
room 509, HHH Building, Washington, D.C. 20201 – 1-800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
Consumer complaints for Medicare, office of Medicare ombudsman can be made online at:
HCComplaints@odh.ohio.gov

Advance Directives:

An Advance Directive is a document that outlines your wishes in the event that you are unable to make medical decisions for yourself. It specifies the type of treatment you do and do not want, as well as who is authorized to make decisions on your behalf. The most common types of Advance Directives are a Living Will and a Durable Power of Attorney for Health Care.

Since procedures performed at Avon Surgery Center are elective and of short duration – it is our policy that life-sustaining measures will be provided and you will be immediately transferred to the nearest hospital. If you have executed an Advance Directive and provide us with a copy, it will be forwarded to the hospital along with your medical records in the event of a transfer. At the hospital, further treatment or withdrawal of treatment measures will be exercised in accordance with your Advance Directive. If you disagree with this policy you should discuss it with your physician prior to your scheduled procedure. If you do not have an Advance Directive and would like more information, our staff can provide you with a packet of information on Advance Directives in Ohio.

DIRECTIONS TO AVON SURGERY CENTER

From Cleveland – Follow signs for I-90 West /I-71 South and merge onto I-90 west
Merge onto I-90 West
Use the right 2 lanes to take the I-90 west exit toward Toledo
Continue onto I-90 West
Take exit 153 for OH-83 toward Avon/Avon Lake
Use the 2nd from the right lane to turn right onto OH-83 N/Center Road
Turn left at the 1st cross street onto Chester
From Chester, continue .3 miles to the Avon Pointe sign, turn left onto American Way.
Avon Surgery Center is the 4th building on the left.

From the East – Take I 271 South/US 422 East.
Use the 3 right lanes to take exit 17A-B for OH-176 toward OH-17/Cleveland/Brookpark Road
Keep left to continue on Exit 17A, follow signs for OH-176N
Use any lane to take the I-90 W/I-490 East exit
Continue onto I-90 W
Take exit 153 for OH-83 toward Avon/Avon Lake
Use the 2nd from the right lane to turn right onto OH-83 N/Center Road
Turn left at the 1st cross street onto Chester Road
From Chester, continue .3 miles to the Avon Pointe sign, turn left onto American Way.
Avon Surgery Center is the 4th building on the left.

From the West – Take I-90 East
Take exit 153 for OH-83 toward Avon Lake/Avon
Use the left 2 lanes to turn left onto OH-83 N/Center Road
Turn left onto Chester Rd.
Continue 1.4 miles, turn right onto American Way.
Avon Surgery Center is the first building on the right.

For all: – From Chester, continue .3 miles to the Avon Pointe sign, turn left onto American Way.
Avon Surgery Center is the 4th building on the left.