

## PATIENT RIGHTS

### OUR MISSION

The mission of Park Meadows Cosmetic Surgery, PC and Park Meadows Outpatient Surgery, LLC is to provide the best possible care to our patients with compassion, skill, knowledge, information and continued observation. Our desire is to treat each patient like we would want to be treated, with kindness and truth.

### Quality of Care

You have the right to:

- Access to care regardless of sex, disability, national origin, age, color, race, religion or source of payment.
- Respectful care free from abuse, neglect or harassment, which recognizes and maintains your dignity, values, medical or surgical needs.
- Care in a safe environment with adequate staffing.
- Identification of all healthcare providers and their professional credentials.
- Care from a healthcare provider in which their professional credentials have been verified.
- Knowledge of who is primarily responsible for your care.
- Interpreters and/or special equipment to assist with any language needs.

### Decision Making

You or your representative has the right to:

- Be informed of your rights before patient care is given or discontinued whenever possible.
- Receive complete and current information regarding your health status in terms you can understand.
- Participate in care planning, treatment and discharge recommendations including required/recommended continuation of healthcare following discharge.
- Receive an explanation of any proposed procedure or treatment, including risks, side effects and treatment alternatives.
- Make informed decisions regarding care and treatment.
- Participate in managing your pain effectively.
- Request a specific treatment.
- Refuse or discontinue a treatment to the extent permitted by law and to be informed of the consequences of such refusal.
- Request a second opinion or to choose or change your healthcare provider.
- Have persons of your choice and your physicians promptly notified of admission.
- Review the Advanced Directives policy.
- Assign a Medical Power of Attorney.
- Formulate a Living Will.
- Accept, refuse or withdraw from clinical research.
- Receive care and/or a referral according to the urgency of your situation. When medically stable, you may be transferred to another facility if recommended by your physician.

#### Access to Medical Records

You or your representative has the right to:

- Request a copy of your medical records in writing via a records release form.
- Be provided a copy of your medical records within 30 days of receiving your request.

#### Billing

You or your representative has the right to:

- Receive, review, and obtain a written copy of estimated charge(s) of services prior to undergoing treatment.
- A complete explanation of your bill.

#### Grievance Process

You and your representative have the right to:

- Voice a complaint of mistreatment, neglect, verbal, mental, sexual, or physical abuse to your healthcare providers and administrators without a fear of reprisal.
- Voice a complaint of treatment care or failure of to your healthcare providers and administrators without fear of reprisal.
- File a grievance or complaint with the Administrator.

Contact: Park Meadows Cosmetic Surgery, PC  
Park Meadows Outpatient Surgery, LLC  
7430 E. Park Meadows Drive  
Suite #300  
Lone Tree, CO 80124  
(303) 706-1100

File a grievance or complaint with the appropriate state agencies.

Contact: DORA -Department of Regulatory Agencies  
1560 Broadway  
Suite #1350  
Denver, CO 80202  
(303)-894-7690  
<http://www.dora.state.co.us>

Contact: CDPHE  
4300 Cherry Creek Drive South  
Denver, CO 80246  
(303) 692-2800 or 1-800-886-7689  
<http://www.cdphe.state.co.us>

Contact: The Medicare Hotline  
1(800) 633-4227  
<http://www.medicare.gov> or  
[www.cmc.hhs.gov/center/ombudsman/resources.asp](http://www.cmc.hhs.gov/center/ombudsman/resources.asp)

- File a grievance or complaint with The Joint Commission.

Contact: Office of Quality Monitoring

The Joint Commission

1 Renaissance Boulevard

Oakbrook Terrace, IL 60181

(630) 792-5636

(800) 994-6610

[complaint@jointcommission.org](mailto:complaint@jointcommission.org)

<http://www.jointcommission.org>

- We will review a grievance or complaint within 14 days. A written response will be provided within 21 days.
- If such mistreatment is confirmed, the grievance will be reported to local or state authority.
- Receive written notice of the decision(s).

#### Ownership

Your surgeons each have an ownership of Park Meadows Outpatient Surgery, LLC as follows:

Surgeons: Jeremy Z. Williams, MD – 48%  
Christopher G. Williams, MD – 48%