

## Plastic Surgery Associates Disclosure of Physician Ownership Notice to Patients

Douglas L. Vander Woude, MD, John D. Renucci, MD, Marguerite E. Aitken, MD and Dr. JoHanna R. Krebiehl are the owners of Plastic Surgery Associates, PC. You have the right to choose the provider of your health care services. Therefore, you have the option to use a health care facility other than Plastic Surgery Associates, PC. You will not be treated differently by your physician if you choose to obtain health care services at a facility other than Plastic Surgery Associates, PC. If you have any questions concerning this notice, please feel free to ask your physician or any representative of Plastic Surgery Associates, PC. We welcome you as a patient and value our relationship with you.

## Plastic Surgery Associates Notice of the Patient Bill of Rights

- 1) A patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of his/her personal dignity.
- 2) A patient has the right for unbiased care, free from any form of abuse, harassment, discrimination or reprisal.
- 3) A patient has the right, within the law, to personal and informational privacy as manifested by the following rights:
  - a. To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy.
  - b. To expect that any discussion or consultation involving his/her care will be conducted discreetly and that individuals not directly involved in his/her case will not be present without his/her permission, per HIPAA guidelines.
  - c. To have his/her medical record read only by other individuals directly involved in his/her treatment or the monitoring of its quality and by their individuals only on his/her written authorization or that of his/her legally authorized representative, per HIPAA guidelines.
  - d. To expect all communications and other records pertaining to his/her care, including the source of payment for treatments, to be treated as confidential, per HIPAA guidelines.
- 4) A patient has the right to expect reasonable safety insofar as Plastic Surgery Associates practices and environment are concerned.
- 5) An individual who is or has been a patient is entitled to inspect a copy of his/her medical records upon written request.
- 6) When the patient does not speak or understand the predominate language of the community he/she should have access to an interpreter.
- 7) A patient has the right to know the identity, professional status, and qualifications of all individuals providing care to him/her.
- 8) A patient has the right to change their provider if other qualified providers are available.
- 9) A patient has the right to be fully informed about a treatment or procedure and the expected outcome before it is performed.
- 10) In the unlikely event a life-threatening emergency occurred, our policy is to treat, stabilize, and transport the patient to Spectrum Health Emergency Department, where the advance directives of the patient will be considered at that time.
- 11) If a patient is deemed incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf. If not deemed incompetent, any legal representative or surrogate designated by the patient in accordance to state law may exercise the patient's rights to the extent allowed by the state law.
- 12) The patient has the right to voice their concern or grievance regarding their treatment or care. If for any reason a patient is dissatisfied with their care at our center, we urge them to report their concern promptly to our Practice Administrator or the Center's Manager:

220 Lyon St NW, Ste 600  
Grand Rapids, MI 49503  
616-988-3179

Our surgery center is accredited by the following organization; patients may also contact them directly with any concerns or complaints.

Accreditation Association for Ambulatory Health Care (AAHC)  
5250 Old Orchard Rd, Ste 200  
Skokie, IL 60077  
847-853-6060  
Fax 844-853-9028  
Email [info@aaahc.org](mailto:info@aaahc.org) or Website <http://www.aaahc.org/contact-us/>

Patients may also express their complaint or concern to the state directly or by submitting a form online.

Michigan Department of Licensing and Regulatory Affairs  
Bureau of Community and Health Systems-Health Facility Complaints  
P.O. Box 30664  
Lansing, MI 48909  
800-882-6006  
Fax 517-335-7167  
Email BCHS-Complaints [@michigan.gov](mailto:@michigan.gov) or Online form [www.michigan.gov/BCHS](http://www.michigan.gov/BCHS)

Additional satisfaction concerns of Medicare patients may be directed to The Office of the Medicare Beneficiary Ombudsman.

<http://cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home.html>

## Plastic Surgery Associates Notice of the Patient Responsibilities

- 1) A patient is responsible for following Plastic Surgery Associates rules and regulations affecting patient care and conduct.
- 2) A patient is responsible for providing a complete and accurate medical history to the best of their ability, any medication taken, including over-the counter medications/products and dietary supplements, and any allergies or sensitivities.
- 3) A patient is responsible for making it known whether he/she clearly comprehends a contemplated course of action and the things he/she is expected to do.
- 4) A patient is responsible for following the recommendations and advice prescribed in a course of treatment by the physician.
- 5) A patient is responsible for providing information about unexpected complications that arise in an expected course of treatment.
- 6) A patient is responsible for any charges not covered by insurance. A patient is responsible for providing Plastic Surgery Associates with accurate and timely information concerning his/her sources of payment and ability to meet financial obligations.
- 7) A patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.
- 8) A patient is responsible for choosing a responsible adult, 18 years of age or older, to drive them home following any procedure that requires any form of oral or IV sedation and to remain with him/her as directed by the provider and outlined in the discharge instructions.
- 9) A patient is responsible for behaving respectfully toward all health care professionals and staff, as well as to other patients and visitors.

Douglas L. Vander Woude, MD, FACS • John D. Renucci, MD, FACS • Marguerite E. Aitken, MD, FACS • Johanna R. Krebiehl, MD

220 Lyon Street NW, Suite 700 Grand Rapids, MI 49503 616 451 4500 [psa-gr.com](http://psa-gr.com)