

**Owner Information:** The Brecksville Surgery Center is jointly owned by Dr. William Wiley, Dr. Shamik Bafna and Omni Marketing Support Services.

**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

Brecksville Surgery Center – Administrator – 440-717-0591, fax 440-717-0594  
jan@brecksvillesurgerycenter.com  
7001 S. Edgerton Rd. Ste A Brecksville, OH 44141

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](mailto: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 Brecksville 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 BRECKSVILLE SURGERY CENTER

**From Cleveland** – Take Rt. 77 S. to Miller Rd. Exit. At the top of the ramp make a right onto Miller Rd. Turn right onto S. Edgerton off of Miller Rd. The Brecksville Surgery Center is 300 yards down the street on the right side of the street in the Miller's crossing complex

**From the East and West Suburbs** – Take Rt. 480 to Rt. 77 S. Take Rt. 77 South to Miller Rd. Exit. At the top of the ramp make a right onto Miller Rd. Turn Right onto S. Edgerton off of Miller Rd. The Brecksville Surgery Center is 300 yards down the street on the right side of the street in the Miller's Crossing complex.

**From Akron/Canton or South** – Take Rt. 77 N. to exit 146. Exit right at the fork in the ramp. Turn left onto Rt. 21/Brecksville Rd. Turn left (west) onto Miller Rd. and cross over Rt. 77. Turn right onto S. Edgerton off of Miller Rd. The Brecksville Surgery Center is 300 yards down the street on the right side of the street in the Miller's Crossing complex.

