

# Your Rights and Other Important Information for ARC Surgery Center

## PATIENT RIGHTS

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As a patient, you have the right to respectful and considerate care. Also, you have specific rights during your surgical experience.

### You have the right to:

- Exercise each of the rights without regard to race, color, religion, national origin, sex (including gender identity), sexual orientation, age, disability, economic status, educational background, ancestry, marital status or the source of payment for care.
- Receive information about your rights and the process for starting, reviewing and, when possible, resolving your complaints regarding quality of care. You have the right to receive this information when you are admitted to the ARC Surgery Center in a language you understand.
- Share a concern to the appropriate surgical center staff or to the Texas Department of State Health Services, Acentra Health or Accreditation Association for Ambulatory Health Care (AAAHC).
- Share a concern about health information privacy to appropriate surgical center staff or to the Secretary of the U.S. Department of Health and Human Services.
- Share a concern about any health care provider licensed by the State of Texas.
- Receive effective communication and a fair response to your requests and needs for treatment or service within the surgical center's ability, mission, and applicable laws and guidelines.
- Be in a setting that upholds dignity and supports a positive self-image.
- Receive considerate and respectful care. This includes social, spiritual and cultural values. Care for the dying patient focuses on comfort and dignity, treating end-of-life symptoms, such as pain, and providing information about death and grief for you and your loved ones.
- Participate in, or have your support person participate in, the consideration of ethical issues arising in your care.
- Participate or not participate in any human testing, research, or education projects for which you are eligible.
- Receive information about your illness, course of treatment, and chances for recovery in words you can understand.
- Assign a guardian, next of kin or support person who has the right to exercise, to the extent allowed by law, your rights on your behalf if you are not capable of understanding treatment, are unable to communicate your wishes, are judged incompetent, or if you are a minor.
- Make decisions, along with your doctor, about your care and participate, along with your support person, in your plan of care, including the informed consent process.
- Accept and refuse treatment to the extent allowed by law; and the right to be informed of the medical results of accepting and refusing treatment.
- Be told about ongoing health care needs after leaving the surgical center.
- Be informed, along with your family when appropriate, of the results of care, including unexpected outcomes.
- Have a family member or support person and your doctor told about your admission to the surgical center.

## PATIENT RIGHTS (cont)

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- Know the name of the doctor who is managing your care and the names and associations of anyone else participating in your care.
- Have personal privacy, within legal limits. Case discussion, consultation, examination and treatment are private and should be performed thoughtfully. You have the right to be told the reason for the presence of any individual during these events.
- Allow or refuse photography, videography, electronic or audio recordings, or the use of any personally recognizable information for purposes other than identification, diagnosis or treatment.
- Know your health information rights. This includes the right to access and request changes to your health information, and to get a record of your health information, as allowed by law.
- Access, within legal limits, or have your support person access, information in your medical records.
- Know how ARC Surgery Center is required and allowed by law to use and share your health information.
- Receive care in a safe setting.
- Be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- Access protective and aid services.
- Be free from restraint or seclusion of any form that is not medically necessary or is imposed as a means of force, discipline, revenge or convenience by staff.
- Have your pain managed effectively.
- Complete advance directives and have health care providers follow them.
- Know your visitation rights, including any medical restriction or limitations.
- Receive visitors you wish to see. This includes, but is not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member or friend. You have the right to deny any visitor at any time.
- Know that all visitors will enjoy full and equal visitation consistent with your wishes. The surgery center will not restrict, limit or deny visitation based on race, color, national origin, religion, sex (including gender identity), sexual orientation or disability.

Generally, visitors are welcome in most areas of the surgical center. However, certain areas limit visitation hours and number of visitors. At times, we may need to change visitor access. This includes situations and response to a public health emergency, natural disaster or other phenomena. When this occurs, visitor access may be guided by agencies such as the Centers for Disease Control and Prevention (CDC) and ARC Surgery Center's medical and executive leadership.

# YOUR PRIVACY AND INFORMATION

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## Notices of Privacy Practices

ARC Surgery Center is required, by law, to keep your identifiable health information private. Our Notice of Privacy Practices explains your legal rights regarding your health information, identifies how we may use and disclose your health information, including participation in a health information exchange with your other providers, and informs you of our legal duties and privacy practices.

Visit [www.austinregionalclinic.com/patient-guide/arc-surgery-center-policies](http://www.austinregionalclinic.com/patient-guide/arc-surgery-center-policies). Contact your patient advocate for a paper copy.

If you believe your health information privacy rights have been violated, you can file a complaint with ARC Surgery Center, your provider, your health insurer or with the Secretary of the United States Department of Health and Human Services. There will be no penalty or retaliation against you for making a complaint. Visit [hhs.gov/ocr/hipaa](http://hhs.gov/ocr/hipaa) for more information.

## ADVANCE DIRECTIVES

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Advance directives are legal documents that allow you to explain and share your wishes for medical treatment to your family, health care professionals and other key people in your life. These directives are sometimes called living wills, medical powers of attorney, or durable powers of attorney for health care.

A reasonable effort will be made to obtain copies of your advance directives. We will also assist you to write or revise advance directives, if needed. Advance directives do not affect your access to care, treatment or services.

Let a member of your health care team know if you would like additional information or assistance creating advance directives. You may also visit [AustinRegionalClinic.com/patient-guide/arc-surgery-center-policies/advanced-directives](http://AustinRegionalClinic.com/patient-guide/arc-surgery-center-policies/advanced-directives) to learn more.

## NOTICE OF NONDISCRIMINATION

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ARC Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). ARC Surgery Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ARC Surgery Center provides free aids and services to help people communicate effectively with us, such as:

- Qualified interpreters for sign language.
- Qualified interpreters for languages other than English.
- Written information in other formats upon request.
- Information written in other languages upon request.

**If you need these services, call 512-ARC-INFO (512-272-4636)**

If you believe that ARC Surgery Center has failed to provide these services or discriminated in another

## NOTICE OF NONDISCRIMINATION (cont)

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way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by phone, mail, or email:

ATTN: 1557 Coordinator  
Compliance & Risk  
6210 E. Hwy 290, Austin, TX 78723  
Ph. No.: 512-231-5590  
comliancerisk@austinregionalclinic.com

If you need help filing a grievance, a patient advocate is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/complaints/index.html](http://www.hhs.gov/ocr/complaints/index.html).

**This notice is available on the ARC website at:**

[AustinRegionalClinic.com/patient-guide/arc-surgery-center-policies](http://AustinRegionalClinic.com/patient-guide/arc-surgery-center-policies)

# NOTICE OF NONDISCRIMINATION (cont)

**English: ATTENTION:** If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 512-272-4636 or speak to your provider.

**Spanish: ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 512-272-4636 o hable con su proveedor.

**Vietnamese: LƯU Ý:** Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 512-272-4636 hoặc trao đổi với người cung cấp dịch vụ của bạn.

**Chinese: 注意:** 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电 512-272-4636 或咨询您的服务提供商。

**Korean: 주의:** [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 512-272-4636 번으로 전화하거나 서비스 제공업체에 문의하십시오.

**Arabic:**

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 512-272-4636 أو تحدث إلى مقدم الخدمة.

**Urdu:**

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان کی مفت مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاون امداد اور خدمات بھی مفت دستیاب ہیں۔ 512-272-4636 پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔

**Tagalog: PAALALA:** Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 512-272-4636 o makipag-usap sa iyong provider.

**French: ATTENTION :** Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 512-272-4636 ou parlez à votre fournisseur.

**Hindi: ध्यान दें:** यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएं भी निःशुल्क उपलब्ध हैं। 512-272-4636 पर कॉल करें या अपने प्रदाता से बात करें।

**Persian (Farsi):**

همچنین کمک‌ها و خدمات پشتیبانی اگر [وارد کردن زبان] صحبت می‌کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. توجه: تماس بگیرید یا با ارائه‌دهنده 512-272-4636 با شماره مناسب برای ارائه اطلاعات در قالب‌های قابل دسترس، به‌طور رایگان موجود می‌باشند. خود صحبت کنید.

**German: ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 512-272-4636 an oder sprechen Sie mit Ihrem Provider.

**Gujarati: ધ્યાન આપો:** જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓકિઝવરી સહાય અને એક્સેસિબલ ફોર્મટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 512-272-4636 પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

**Russian: ВНИМАНИЕ:** Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 512-272-4636 или обратитесь к своему поставщику услуг.

**Japanese: 注:** 日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル(誰もが利用できるよう配慮された)な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。512-272-4636までお電話ください。または、ご利用の事業者にご相談ください。

**Laotian: ຄຳນຳ:** ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາເບີ 512-272-4636 ຫຼື ວິມັກບູລີໃຫ້ບໍລິການຂອງທ່ານ.

# CONTACT INFORMATION

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## Internal Resources

If you have concerns about your care, please ask your nurse to speak with a patient advocate or call the number listed below.

**ARC Surgery Center North**  
3207 Greenlawn Boulevard  
Suite 100  
Round Rock, TX 78664  
737-399-2150

## External Resources

You may contact any of the entities listed below to file a complaint.

**Texas Medical Board**  
Attention: Investigations  
1801 Congress Avenue, Suite 9.200  
P.O. Box 2018  
Austin, TX 78768-2018

Assistance in filing a complaint is available by calling the following phone number: **1-800-201-9353**.

For more information please visit our website at [www.tmb.state.tx.us](http://www.tmb.state.tx.us)

State department focused on health and well-being of Texans.

**Texas Department of State Health Services**  
**Health Facility Compliance Group (MC 1979)**  
PO Box 149347  
Austin, TX 78714-9347  
888.973.0022  
[hfc.complaints@dshs.texas.gov](mailto:hfc.complaints@dshs.texas.gov)

Medicare Quality Improvement Organization.

**Acentra Health**  
888-315-0636  
[acentraqio.com/bene/statepages/texas/](http://acentraqio.com/bene/statepages/texas/)

Accreditation Association

**Accreditation Association for Ambulatory Health Care (AAHC)**  
3 Parkway North, Suite 201  
Deerfield, IL 60015  
847-853-6060  
[info@aaahc.org](mailto:info@aaahc.org)