

PATIENT RIGHTS

This document outlines the policies and procedures of North County Ear, Nose, and Throat, Head & Neck Surgery to ensure that each patient is aware of their rights and the clinic's obligations.

1. Patients have the right to receive full information, including written acknowledgment, regarding their rights and the rules governing patient conduct at the time of registration.
2. Patients have the right to be informed of all available services, associated charges, and any services not covered by basic rates or by specific insurance plans.
3. Patients have the right to be fully informed of their health status and to participate in the planning of their care.
4. Patients have the right to consent to or refuse any treatment, procedure, or participation in research.
5. Patients have the right to receive all relevant information necessary for decision-making about their treatment.
6. Patients shall only be transferred or discharged for medical reasons or nonpayment, with reasonable advance notice.
7. Patients have the right to voice grievances and recommend changes in policies and services without restraint or discrimination.
8. Patients have the right to manage their financial affairs or receive regular accounting if delegated to the clinic.
9. Patients have the right to be free from any form of abuse.
10. Patients have the right to confidentiality of their financial and health records.
11. Patients have the right to be treated with consideration, respect, and dignity, including privacy.
12. Patients shall not be required to perform services for the clinic outside of their treatment plan.
13. Patients have the right to communicate privately and send/receive personal mail.
14. Patients have the right to socialize and participate in community activities.
15. Patients may retain and use personal belongings unless it infringes upon safety or rights.
16. Patients have reasonable access to telephones for confidential calls.

17. Patients are not obligated to purchase drugs or medical supplies from specific sources in accordance with the provisions of Section 1320 of the Health and Safety Code.
18. Additional rights are specified in relevant codes for patients with developmental disabilities: Health and Safety Code, Section 1599.1 and in Welfare and Institutions Code, Sections 4502, 4503, 4505.
19. Submit a formal complaint. To register a complaint with this practice, you have the option to submit it in writing or by contacting:

North County Ear, Nose, and Throat, Head & Neck Surgery
3909 Waring Rd, Ste A
Oceanside, CA 92056
760-726-2440

Your complaint will be reviewed by our grievance committee and you will receive a written response promptly. The response will include the name of a contact person within the practice, details of the investigation process, the outcome of the complaint procedure, and the date of its resolution. Any concerns regarding the quality of care or untimely discharge will also be forwarded to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

Alternatively, you may choose to file a complaint with the California Department of Public Health, regardless of whether you utilize our practice's grievance procedure. Contact information for the California Department of Public Health is as follows:

Health and Human Services, County of San Diego
1600 Pacific Highway, Room 206
San Diego, CA 92101
619-515-6555

Patients' entitlements, as delineated above, may solely be withheld or restricted if such action is legally sanctioned. Explanations for any denial or curtailment of these entitlements must be recorded in the patient's medical file.

In instances where a patient lacks the comprehension to grasp these entitlements and the implications of proposed treatments, the patient's designated representative shall assume the rights outlined in this section to the extent that they can be transferred, unless the representative's authority is otherwise constrained. The patient's incapacity shall be adjudicated by either a court in accordance with applicable state laws or by the patient's physician, unless the physician's determination is contested by the patient or their representative.

Individuals eligible to act as the patient's representative may include a conservator as authorized by relevant sections of the Probate Code, an individual designated as a healthcare attorney-in-fact in the patient's valid durable power of attorney, the patient's next of kin, another suitable surrogate decision-maker in accordance with statutory and case law, a court-appointed individual authorized to make treatment decisions, or, in the case of a minor patient, a person lawfully authorized to act on behalf of the minor.

Policies and procedures regarding patients' rights established under this section concerning consent, informed consent, and refusal of treatments or procedures shall encompass, but not be limited to, the following:

Procedures for verifying informed consent or refusal pertaining to the administration of psychotherapeutic drugs, physical restraints, or prolonged use of a device that may impact the patient's ability to regain normal bodily function. Procedures, in consultation with the patient's physician, for identifying consent in accordance with current statutory case law, and determining who may serve as a patient's representative in cases where an incapacitated patient lacks a conservator or healthcare attorney-in-fact under a durable power of attorney.

This Patient Bill of Rights combines portions of the following: Title 22, California Code of Regulations and other California laws, the Joint Commission and CMS Conditions for Participation Requirements.