



## *Patient Rights and Responsibilities*

*All patients have the right to be informed of alternative treatments and to choose among the alternatives, including the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their actions.*

*All patients are responsible for their own actions if they refuse treatment or do not follow the doctor's recommendations.*

*All patients have the right to every consideration of privacy concerning their medical care.*

*All patients have the right to expect that all communications and records pertaining to their care should be treated as confidential.*

*All patients have the right to examine and receive an explanation of their treatment program from their chosen physician. They have the right to ask for and receive further clarification if the course of treatment is not understood.*

*All patients have the responsibility to cooperate in their treatment plan. It is the patient's responsibility to provide the physicians and staff at the surgery center accurate information both about their health history and physical needs.*

*All patients have the right to examine and receive an explanation of their bill.*

*All patients have the responsibility to provide accurate billing information necessary for the claim processing, and to be prompt in payment of their bills. Should the information provided by the patient or patient's agent prove to be inaccurate, the patient will be responsible for immediately paying the charges in full.*

*The medical staff and employees of Flatirons Surgery Center seek to treat their patients with fairness and concern, recognizing their needs and wishes, as well as satisfying them to every extent possible.*

*If at any time you believe you are not being treated in a fair and concerned manner, please notify the Administrator at 720-890-2721.*

*Or you may contact the Medicare Beneficiary Ombudsman at [www.medicare.com/ombudsman](http://www.medicare.com/ombudsman) or the Colorado Department of Public Health & Environment at:*

*4300 Cherry Creek Dr., South  
Denver, CO 80246  
Telephone: 303-692-2000*

*Thank you,*

*The Staff of Flatirons Surgery Center*