

Nebraska Urology / Urology Surgical Center

5500 Pine Lake Road • Lincoln, NE 68516 • Ph: 402-489-8888 • Fax: 402-421-1945

Patient Bill of Rights:

Nebraska Urology (NU) / Urology Surgical Center (USC) recognize the importance of respecting patient rights and adopts and affirms as departmental policy the following rights of patients who receive services from our facility, either directly or through contracted providers.

This policy affords you, the patient, and the patient representative or surrogate the right to:

1. Be informed of patient rights during the admission process.
2. Be fully informed in advance about care/service to be provided including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care and participate in the development and periodic revision of the plan of care.
3. Be informed in advance about care and treatment per healthcare provider's orders, related risks and outcomes, and your financial responsibility except for emergencies. Be advised of any financial benefits when referred to an organization.
4. Make informed decisions regarding care and treatment and to receive information necessary to make those decisions such as scope of treatment/services and any specific limitations.
5. Consent to or refuse care and treatment and to be informed of the medical consequences of refusing such as permitted by law. If you refuse a recommended treatment, you have the right to receive other needed and available care. Refuse to participate in research.
6. Have one's property and person treated with respect, consideration and recognition of patient dignity and individuality including your personal, spiritual, cultural and religious values and beliefs in a safe and respectful environment by competent personnel.
7. Be informed of rights under state law to formulate an advance directive, such as a living will or health care proxy. Legal forms can be provided to you, if you so desire. However, due to the nature of an ambulatory surgery center, Urology Surgical Center will suspend Advanced Directives while in the facility. Please call Urology Surgical if you have any questions.
8. The right to personal privacy and be fully informed of one's responsibilities.
9. The right to be free from all forms of mistreatment, verbal, mental, sexual and physical abuse, including injuries of unknown source, and misappropriation of patient property, harassment, discrimination, reprisal, neglect and exploitation.
10. The right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law.
11. The right to review your medical records and be advised of policies and procedures to access information contained within record and regarding disclosures of records as permitted by law within a reasonable timeframe when requested.
12. The right to know about resources, such as patient complaint and grievance processes, patient representatives that can help you promptly resolve problems and questions about your stay and care at the facility without discrimination or reprisal.
13. The right to lodge a grievance with the facility, treatment or care that is (or fails to be) provided or lack of respect of property, or recommend changes in policy, personnel or care/services without restraint, interference, coercion, discrimination or reprisal and have the complaints and grievances investigated and addressed. Please request a grievance form from staff involved in your care. The form may be submitted to the Administrator. You also have the right to lodge a grievance with a state or federal agency directly, regardless of whether you first use the facilities grievance process. Medicare Beneficiary Ombudsman at <https://www.medicare.gov/claims-and-appeals/file-a-complaint/complaint.html> or the Nebraska DHHS Program Manager @ 402-471-3484 or <http://dhhs.ne.gov/Pages/default.aspx> or P.O. Box 94986, Lincoln, NE 68509-4986. Accreditation Commission for Health Care at 1-855-937-2242 or 139 Weston Oaks Ct., Cary, NC 27513.
14. The right to receive accurate information regarding identity and professional status of those who care for you including easily identifiable visiting personnel members through proper identification.
15. The right, upon request, to receive an itemized explanation of your bill, regardless of source of payment.
16. The right to choose/change provider if other qualified providers are available.
17. If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on behalf of the patient. If a State court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
18. Nebraska Urology provides care irrespective of race, color, religion, gender, payer, or national origin and assigns providers regardless of racial preference. Center is not required to provide uncompensated or free care and treatment unless otherwise required by law.

*This surgery center is owned and operated by the physicians listed,
Dr. Thomas Brush, Dr. Jonathan R. Henning, Dr. Tara Kirkpatrick,
Dr. Logan McGuffey, Dr. AJ Pomajzl, Dr. Lance Wiebusch and Dr. David Wiltfong.
All physicians practicing at the Urology Surgical Center are board certified in their respective specialties.*

PATIENT RESPONSIBILITIES

As a patient at Nebraska Urology (NU) / Urology Surgical Center (USC), you have the following responsibilities:

- To provide NU/USC with complete and accurate information about your past immunizations, illnesses, hospitalizations, any medications, including over the counter and dietary supplements, and any allergies or sensitivities.
 - To follow the treatment plan prescribed by your provider. To ask questions if you do not understand the directions or treatment being given by provider.
 - To provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by the provider.
 - To inform your provider about any living will, medical power of attorney, or other directive that could affect your care and supply a copy of this for the NU/USC records. However, due to the nature of an ambulatory surgery center, Urology Surgical Center will suspend your Advanced Directive at our facility. In the event of an emergency, we will attempt to stabilize you and transfer you to an acute care facility for evaluation and treatment as appropriate.
 - To know your insurance coverage and to accept personal financial responsibility for any charges not covered by your insurance.
 - To be respectful of all health care providers, staff and other patients and to respect their privacy.
 - To keep appointments or telephone NU/USC within a reasonable time prior to your appointment if you need to cancel or reschedule that appointment.
 - To adhere to COVID-related policies and procedures set in place by NU/USC and by local, state or federal entities.
- Any complaints about the violation of these rights and responsibilities may be directed to the Clinical Director, Administrator, or Medical Committee Chair.