

## **PATIENT RIGHTS – NOTICE OF FILING A COMPLIANT OR GRIEVANCE**

Village SurgiCenter recognizes that the patient, their representative or surrogate, has the right to express a complaint or grievance with regard to their visit at this Facility.

To file a complaint or grievance you have the right to contact any of the following:

1. Village Surgicenter- James Fiscus, MBA, Administrator; John Desser, RN, CNOR, Clinical Nurse Manager; Cindy Wood, RN, Patient Safety Officer or Heidi Andrews-Keys, CMA, Business Office Manager  
5473 Village Common Drive, Suite 100  
Erie, PA 16506  
1-814-836-0770
2. Pennsylvania Department of Health  
Complaint Hotline: 1-800-254-5164  
PA Department of Health Division of Acute and Ambulatory Care  
625 Forster Street  
Harrisburg, PA 17120-0701
3. Quality Insights of Pennsylvania – 1-800-322-1914  
<http://www.qipa.org>
4. Centers for Medicare and Medicaid Services – CMS- Office of Medicare Beneficiary Ombudsman  
1-800-MEDICARE (633-4227) ; TTY 1-877-486-2048  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
5. Accreditation Association of Ambulatory Health Care – AAAHC  
1-847-853-6060  
5250 Old Orchard Road, Suite 200  
Skokie, IL 60077  
<http://www.aaahc.org>

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## **ADVANCE DIRECTIVE**

Patients will be informed of their rights to formulate an ADVANCED DIRECTIVE. They are not required to have an ADVANCED DIRECTIVE in order to receive treatment at this facility. It is the intent that the employees of Village SurgiCenter are familiar with advance directives and in the event a patient has an advanced directive, it will be placed in the chart.

Village SurgiCenter will not honor any patient or family requests of a “NO CODE” or “DO NOT RESUSITATE (DNR)” directive for any procedure scheduled at Village SurgiCenter. Village SurgiCenter provides full resuscitative services for all patients requiring emergency life saving/support measures. Advanced life support will be instituted in every instance and the patient will be transported to a higher level of care.

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## **PHYSICIAN FINANCIAL INTEREST IN THE VILLAGE SURGICENTER** (if applicable)

I have been informed that my surgeon, as a partner in Village SurgiCenter of Erie, does have a financial interest in this surgery center.