

**Grievance Policy:** NORTHRIDGE ADVANCED SURGERY CENTER staff has a formal grievance policies and procedures in effect. For grievances within the Surgery Center, the following steps should be followed: 1. With any grievance or concern against an individual member of the NORTHRIDGE ADVANCED SURGERY CENTER staff, the patient is encouraged to attempt to discuss the issue with the staff member involved. 2. If the grievance is unresolved by using Step one, or if you still have any complaint or concern please contact our Grievance Officer " Araceli Rasool" at 8331 Reseda Blvd, Northridge, CA 91324, Phone:818-993-3428. 3. If the grievance is unresolved at the Northridge Advanced Surgery Center level within fifteen days of submitting your complaint in writing, you may then be contact: DHS, Division of Los Angeles, CA Health Facilities, Licensing & Certification, 600 South Commonwealth Avenue, Suite 800, Los Angeles, CA 90005, Phone: 213-351-8205, [www.lacounty.ca.gov](http://www.lacounty.ca.gov). Or Accreditation Association for Ambulatory Healthcare, 5250 Old Orchard Rd, Suite 200, Skokie, IL 60077, Phone: 847-853-6060, [www.aaahc.com](http://www.aaahc.com).

The NORTHRIDGE ADVANCED SURGERY CENTER is committed to resolve patient grievances in a manner that is non-discriminatory. Culturally sensitive and language appropriate mediation will be offered regardless of the patient's race, sex, national origin, immigration status, functional ability, beliefs, and values, educational or financial status. An interpreter will be provided where language is a barrier to successful resolution of the problem.

**Advanced Directive:** Northridge Advanced Surgery Center does not honor Advance Directive but does provide patients with information regarding what they are and how to properly execute them. If the patient wishes to have their Advanced Directive honored, Northridge Advanced Surgery Center will assist the patient in locating a center that will do so.

**Disclosure Statement:** Please be advised that your treating physician is a shareholder in Northridge Advanced Surgery Center and share its profits and losses. If you desire to have your procedure be performed at a facility other than Northridge Advanced Surgery center, please let your physician know and arrangement will be made to accommodate your request, if possible.

**Notice of Privacy Practices:** The Health Insurance Portability & Accountability Act of 1996 (HIPPA) requires all health care records and other individually identifiable health information used or disclosed to us in any form, whether electronically, on paper, or orally, be kept confidential. This federal law gives you, the patient, significant new rights to understand and control how your health information is used. HIPPA provides penalties for covered entities that misuse personal health information. As required by HIPPA, we have prepared this explanation of how we are required to maintain the privacy of your health information and how we may use and disclose your health information.

You have the right to file a formal, written complaint with us or with the Department of Health and Human Services, Office of Civil Rights, 200 Independence Ave. South West, Washington DC, 20201, 877-696-6775 in the event you feel your privacy rights have been violated. We will not retaliate against you for filing a complaint.

The Notice of Privacy Practices is posted in the front lobby.

## **Patient's Instructions Form: Enclosed**

**I have reviewed and understand the above documents which I have received prior to date of service.**

Patient's Signature: \_\_\_\_\_

Date: \_\_\_\_\_