

Patient Responsibilities

- Every patient is responsible for following facility policies and procedures affecting patient care and conduct.
- Every patient is responsible for providing a complete and accurate medical history.
- Every patient is responsible for making it known whether he/she clearly comprehends a contemplated course of action and the things he/she is expected to do.
- Every patient is responsible for being considerate of the rights of other patients and facility personnel and property.
- Every patient is responsible for providing the facility with accurate and timely information concerning their sources of payment and ability to meet financial obligations.

Patient Rights

- Every patient is entitled to have information from their medical record explained to them by the appropriate person and to authorize the release of information from their medical record to an appropriate individual, organization or institution.
- Every patient is entitled to privacy during the provision of treatment or care.
- Every patient is entitled to confidentiality of all records and communications to the extent provided by law.
- Every patient is entitled to receive, from the appropriate person within the facility, information about their illness, course of treatment and prospects for recovery in terms that the patient can understand.
- Every patient is entitled to refuse treatment to the extent provided by law and to be informed of the consequences of that refusal. When a refusal of treatment prevents the facility or its staff from providing appropriate care according to its ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.
- Every patient is entitled to information about the facilities' policies and procedures for the initiation, review and resolution of patient complaints.
- Every patient is entitled to examine and receive an explanation of their bill regardless of source of payment.
- Every patient is entitled to receive information concerning their continuing health needs and alternatives for meeting those needs, and to be involved in their discharge planning.
- Every patient is entitled to know who is responsible for and who is providing their direct care.
- Every patient is entitled to information about facility policies and procedures affecting patient care and conduct.



Ownership Disclosure...

We are the Physician Owners of the Center, and we would like to take this opportunity to Thank You. We recognize that you have the right to choose the provider of your healthcare services.

On behalf of Drs. Thomas Burke, Alan Curtis, John Hester, Andrew Jawa, James Karlson, James McGlowan, Brian Mckeon, Suzanne Miller, Michael Reinhorn, Glen Ross, Anthony Schena, Mark Slovenkai, Andrew Terrono, John Tierney, Paul Weitzel, Thomas Wuerz, AmSurg Co., Atrius Health, and The New England Baptist Hospital, we thank you for choosing Boston Out-Patient Surgical Suites.

Grievances & Grievance Procedures...

We strive to maintain a professional and compliant atmosphere. Issues can arise. The Grievance Procedure is a means for patients and related parties to inquire into issues raised and identify whether action needs to be taken to resolve identified issues and prevent recurrence. The Facility Administrator will record the grievance complaint and conduct a prompt investigation for quick resolution.

Any patient and/or support person, visitor, employee, physician, or vendor may lodge a grievance using the Center's procedure to formally voice complaints, resolve disputes, or to bring attention to possible violations of patient rights. No person shall be punished or retaliated against for using the Grievance Procedure.

Any grievances, comments and complaints are to be addressed to the Center Administrator, Gregory DeConciliis. Complete details and a copy of the Center's Grievance Policy as well as a Grievance form may be obtained by contacting the Center at 781-895-4901, gregd@bostonoutpatient.com, or Boston Out-Patient Surgical Suites, 840 Winter Street, Waltham, MA 02451. Additional information can be obtained from, or to file a complaint with the State of Massachusetts contact:

Office of Consumer Affairs &
Business Regulation Consumer Hotline: 888-283-3757
www.mass.gov or: www.medicare.gov
1-800-MEDICARE (1-800-633-4227)

NOTICE OF NONDISCRIMINATION

Discrimination is Against the Law. Boston Out-Patient Surgical Suites, LLC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religious creed, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran or active military status or national origin/ethnicity. For further information about this policy contact: Boston Out-Patient Surgical Suites, LLC at 781-895-4901. Boston Out-Patient Surgical Suites, LLC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Boston Out-Patient Surgical Suites, LLC:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Greg DeConciliis, Center Administrator. If you believe that Boston Out-Patient Surgical Suites, LLC has failed to provide these services or discriminated in another way on the basis of race, color, national, origin, age, disability, or sex, you can file a grievance with:

Greg DeConciliis, Center Administrator, email: gregd@bostonoutpatient.com
Boston Outpatient Surgical Suites, LLC., 840 Winter Street, Waltham, MA 02451
Phone: 781-895-4901; Fax: 781-895-4902

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Greg DeConciliis is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201
1-800-868-1019, 800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Advanced Directives...

An "Advance Directive" is a general term that refers to your instructions about your medical care in the event you become unable to voice these instructions yourself. Each state regulates advance directives differently. STATE laws regarding Advanced Directives are found in Massachusetts Statutes chapters 111-3 and 201D-1. In the State of Massachusetts, all patients have a right to name someone they know and trust to make healthcare decisions for them. If, for any reason and at any time, a patient becomes unable to make or communicate those decisions, the Health Care Proxy is a legal document used to make their wishes known. It is an important document, however, because it concerns not only the choices they make about their health care, but also the relationships they have with their physician, family, and others who may be involved with their care.

You have the right to informed decision making regarding your care, including information regarding Advance Directives and this facility's policy on Advance Directives. Applicable state forms will also be provided upon request. A member of our staff will be discussing Advance Directives with the patient (and/or patient's representative or surrogate) prior to the procedure being performed. <https://malegislature.gov/Bills/188/House/H1888>

Boston Out-Patient Surgical Suites, LLC respects the right of patients to make informed decisions regarding their care. The Center has adopted the position that an ambulatory surgery center setting is not the most appropriate setting for end of life decisions. Therefore, it is the policy of this surgery center that in the absence of an applicable properly executed Advance Directive, if there is deterioration in the patient's condition during treatment at the surgery center, the personnel at the center will initiate resuscitative or other stabilizing measures. The patient will be transferred to an acute care hospital, where further treatment decisions will be made.

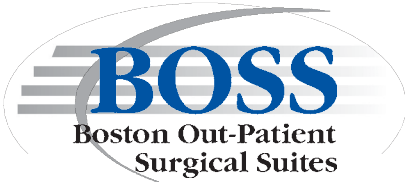
If the patient has Advance Directives which have been provided to the surgery center that impact resuscitative measures being taken, we will discuss the treatment plan with the patient and his/her physician to determine the appropriate course of action to be taken regarding the patient's care.



Putting You At Ease...

Our quality facility and staff are dedicated to creating a warm, compassionate, personalized environment for you and your family.

LANGUAGE ASSISTANCE SERVICES are available to you at Boston Outpatient Surgical Suites free of charge.
To obtain services, call 1-781-895-4901.



Insurance and Charges

Generally, all insurance carriers, including Medicare, reimburse Surgery Center charges just as they would any other health facilities. Check with your insurance carrier regarding your benefits.

Your financial responsibility at the time of service will be any required deductible, co-insurance, and/or co-payment. As a courtesy, the Center will contact you prior to your surgery if applicable.

It does not include any patient financial responsibility for the surgeon and anesthesiologist, covered implants, or any other ancillary services or tests ordered by your doctor. Anesthesia may be in or out of network with your carrier, please call 877-326-5643 to confirm. You will be responsible for any remaining balances after insurance has processed.

Directions to

BOSS

Boston Out-Patient
Surgical Suites

Boston Outpatient Surgical Suites is located at 840 Winter Street and is easily reached from all directions.

Traveling North

Rte. 95 (Rte. 128): Take exit 43A/B (Wyman Street/Winter Street) follow towards 43B. At the end of the exit ramp take a right. Continue to the next set of lights and take a right. Continue over the overpass and stay in the far right hand lane.

Continue through two sets of lights, a reservoir will now be on your right. On your left, you will pass a sign for Astra Zeneca. Take your next left at the stone signs that reads "840 Winter Street / Health Point". Continue up the hill and take the second left.

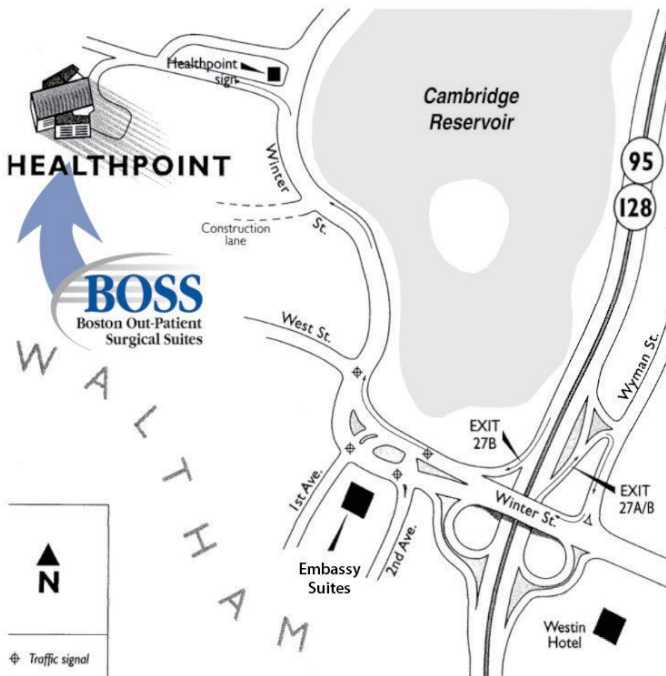
Follow this road to the parking lot. We are located around the front of the building. Enter through the lobby, go up one level to the 3rd floor.

Traveling South

Rte. 95 (Rte. 128): Take exit 43B (Winter Street). At the end of the exit ramp, stay in far right hand lane.

Continue through two sets of lights, a reservoir will now be on your right. On your left, you will pass a sign for Astra Zeneca. Take your next left at the stone signs that reads "840 Winter Street / Health Point". Continue up the hill and take the second left.

Follow this road to the parking lot. We are located around the front of the building. Enter through the lobby, go up one level to the 3rd floor.



Please also view our facility website, <https://bostonoutpatient.com/>, to see additional important information regarding your visit to the center and Anesthesia information.