

North Idaho Cataract and Laser Center (NICLC)

Patient Rights and Responsibilities

All patients of the North Idaho Cataract and Laser Center (NICLC) have the right to expect quality treatment and vision care, and to be assured of the confidentiality of your medical record as well as your ability to access information contained in your medical record. North Idaho Cataract and Laser Center is located in the lower level of the North Idaho Eye Institute. There is a lift for patients who require assistance with mobility. We are happy to make additional arrangements for any special needs you may have. Please notify the Surgery Counseling staff of any requirements regarding assistance for disabilities that you may require prior to admission. As our patient, you have the right to expect the following:

Patient Rights

- You have the right to considerate care and complete information concerning your diagnosis, evaluation, treatment and prognosis.
- You have the right to receive safe care in a non- threatening environment free from abuse.
- You have the right to decide whether or not health care students, interns or technical support persons observe or participate in your care. You may refuse to participate in any experimental research.
- You have the right to be fully informed about the risks and benefits of the surgical procedure you are to undergo as well as the anesthesia risks and benefits. If you have additional questions about your procedure you may ask for clarification from your surgeon.
- You have the right to refuse treatment to the extent permitted by law and you have the right to obtain a second opinion.
- You have the right to be assessed for pain and to receive appropriate pain management therapies, as well as assessment of the effectiveness of your pain management.
- You should be aware that there is a mechanism for reporting grievances and that you have the right to express a complaint or concern to the appropriate personnel, without fear of jeopardizing your care. You have the right to expect appropriate action within a reasonable amount of time. If you wish to file a grievance, you may do so verbally, by e-mail or in writing by contacting any staff member at the surgery center or the Administrator of the North Idaho Eye Institute (see below).
- The North Idaho Cataract and Laser Center is open Monday through Thursday, 8:00 a.m. – 4:00 p.m., and on occasion when the schedule requires, we may be open additional hours.

- If you require after-hours care, you may ALWAYS contact a physician on call by calling 667- 2531, day or night, seven days a week. If you have a medical emergency, always call 911.
- You have the right to know what the fees will be for services provided and payment policies.
- You have the right to know the names and medical credentials of the health care professionals caring for you. Our doctors, registered nurses and anesthesia staff are all licensed in the State of Idaho.
- You have the right to change your primary eye care provider.
- You are entitled to know the names and addresses of all officers of the Board of Directors, the governing body for the North Idaho Cataract and Laser Center. Please contact the administrator if you require this information. (See below.)
- You may expect these rights to be respected without regard to educational or religious background, sex, culture, or economic status.
- You may contact any one of several persons if you have questions concerning your care or procedures at NICLC. They are listed below and include Karen Sines, the Administrator for the North Idaho Eye Institute, Dr. Justin StormoGipson, the Medical Director and Quality Assurance Director, Debbie Parkins, the Surgery Center Manager, Mary Sibulsky, R.N. the Quality Assurance Coordinator and Nurse Manager, the Idaho State Medicare Representative from the Bureau of Facility Standards, or the Medicare Ombudsman web site. The Medicare Ombudsman role is to ensure that if you are a Medicare beneficiary, you receive the help and information you need to understand your Medicare options, rights and protections.

Patient Responsibilities

- As a patient, we ask that you provide us with complete and accurate information about your medical history and any other matters pertinent to your health care.
- For surgeries requiring anesthesia such as cataract removal, **you will need to have a responsible adult to drive you home.**
- You have the responsibility of providing us with a copy of your IDAHO POST form or advance directives if available. **The North Idaho Cataract and Laser Center does not honor advance directives while you are a patient in our facility, however, we will make them available for emergency responders if they are needed.**
- You have the responsibility to ask questions if you do not understand your surgical plan or medical care.
- You have the responsibility of following your physician's care instructions and recommended orders while a patient at the NICLC.
- You have the responsibility to assure that financial obligations of your surgery and/or care are fulfilled as promptly as possible. You should request assistance if you have difficulty meeting this obligation. You may request assistance when dealing

with third party payers. You will be asked to compile a complete medical record, and authorize a release of necessary medical information for insurance purposes.

- We ask that you express your concerns and opinions about your care in a constructive and helpful manner so that we can improve the quality of care at North Idaho Cataract and Laser Center.
- We ask that as a patient you be considerate of the rights of other patients and facility personnel.
- You have the responsibility of keeping nursing staff informed of your comfort level and need for pain relief measures.

If you have concerns, you may contact:

Administrator, North Idaho Eye Institute
Karen Sines 667-2531 or
Karen@NorthIdahoEye.com

Medical Director and Director of Quality Assurance
Dr. Justin StormoGipson, 667-2531

Surgery Center Manager
Debbie Parkins, COT, 664-2600

Nurse Manager and Quality Assurance Coordinator
Mary Sibulsky, R.N. at 664-2600 or
Surgery@NorthIdahoEye.com

Idaho Department of Health and Welfare
Bureau of Facility Standards
PO Box 83720
Boise, ID 83720-0036
(208) 334-6626
fsb@dhw.idaho.gov

Office for the Medicare Beneficiary Ombudsman
www.cms.hhs.gov/center/ombudsman.asp