

Advanced Directives

As a patient, you have the right to make your own informed decisions about medical care and to communicate these decisions to health care providers. If, however, through sickness or injury you become unable to make informed decisions about your medical care—including whether to accept or refuse treatment—how will your health care providers and family know your wishes?

An advanced directive is a legal document that allows you to state your choices for medical treatment before you actually need such care. When you need medical care, certain decisions need to be made involving the kind of care to be given. These decisions may become harder if you become unable to tell your doctor and loved ones what kind of medical care you want.

While you are in the care of the C. Rex Witherspoon Surgery Center personnel, we will not withhold any emergency care despite the existence of an advance directive or the verbal instructions of the patient. However, in the event that you should need to be transferred from our facility to a hospital, a copy of your advanced directive will be sent to the receiving hospital with all of your essential medical information.

For more information regarding advanced directives or to locate a free form, go to: <http://ago.mo.gov/ConsumerCorner/encyclopedia/advance-directive.htm>

Owners and Governing Board of C. Rex Witherspoon Surgery Center

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1103 E. Montclair, Suite 100
Springfield, Missouri 65807
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Patient Rights and Responsibilities

Patient Rights

1. The patient has the right to considerate and respectful care in a safe setting.
2. The patient has the right to obtain from his physician current and understandable information concerning his diagnosis, treatment and prognosis.
3. The patient has the right to every consideration of privacy. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly.
4. The patient has the right to expect all communications and records pertaining to his care will be treated as confidential unless reporting is permitted or required by law.
5. The patient has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.
6. The patient has the right to be advised if the center proposes to engage in or perform research studies or human experimentation affecting his care or treatment. The patient has the right to refuse to participate in such projects.
7. The patient has the right to be free from all forms of negligence or abuse.
8. The patient has the right to refuse treatment to the extent permitted by law, and to be informed of the possible medical consequences of his action. CRWSC will, however, not withhold emergency treatment required to preserve the life of the patient and/or facilitate their transfer to an acute care hospital.
9. The patient has the right to express (formally and informally) any grievance or suggestion regarding their care—see grievance policy.
10. In the event the patient is a minor or is unable to make decisions for themselves, all rights and responsibilities in this document are transferred to the legal representative for the patient.

Patient Responsibilities

1. It is the patient's responsibility to complete insurance precertification. CRWSC will assist with this but will not assume responsibility for precertification or any impact that it may have on insurance payments. Payment is expected the day of service unless other arrangements are agreed to by CRWSC.
2. The patient is financially responsible for any deductible, copayment and all charges for services or goods not paid for or provided by health care benefits, plans or entitlements.
3. The patient has responsibility to indicate if they feel their privacy is being violated.
4. The patient has responsibility to indicate if they feel their safety is being threatened.
5. The patient has responsibility to file grievances per outlined policy.
6. It is the patient's responsibility to obtain any required lab testing or physical exam prior to the scheduled surgery as instructed by CRWSC personnel.



Grievance Policy

The C. Rex Witherspoon Surgery Center is formed to provide high-quality, cost-effective surgical care in a competent and caring environment. A goal of the organization is to attain and maintain a high level of patient satisfaction with the care received and their treatment by members of the Center's staff.

Inevitably, however, differences of opinion and grievances will arise. It is the responsibility of each staff member of CRWSC to attempt to resolve patient complaints whenever received.

In the event, that you or your representative feel that a grievance has been committed, a grievance form may be requested from the receptionist. Your grievance will be addressed by the CRWSC Administrator within 48 hours. The administrator is:

Julie Gipson, MBA, CASC
1103 E. Montclair, Suite 110
Springfield, Missouri 65807
www.witherspoonsc.com
(417) 447-2482

Or if desired, a patient can report a complaint to the following agencies:

MO State Dept of Health and Senior Services
PO Box 570
Jefferson City, Missouri 65102
www.dhss.mo.gov
(573) 751-6400

Medicare Beneficiary Ombudsman
www.cms.hhs.gov/center/ombudsman
1-800-633-4227