

Urology PC / Urology Surgical Center

5500 Pine Lake Road • Lincoln, NE 68516 • Ph: 402-489-8888 • Fax: 402-421-1945

Patient Bill of Rights:

Urology PC (UPC) / Urology Surgical Center (USC) recognize the importance of respecting patient rights and adopts and affirms as departmental policy the following rights of patients who receive services from our facility, either directly or through contracted providers.

This policy affords you, the patient, the right to:

1. Consent to or refuse any treatment, as permitted by law – if you refuse a recommended treatment, you have the right to receive other needed and available care.
2. The right to know about the center rules that affect you and your treatment and about charges and payment methods.
3. The right to receive compassionate care that respects your personal, spiritual, cultural and religious values and beliefs.
4. The right to be told of realistic care alternatives when hospital care is no longer appropriate.
5. The right to have an advance directive, such as a living will or health care proxy. At this time, Nebraska does not have a law pertaining to advanced directives. Legal forms can be provided to you, if you so desire. However, due to the nature of an ambulatory surgery center, Urology Surgical Center does not honor Advanced Directives.
6. The right to privacy.
7. The right to be free from all forms of abuse or harassment.
8. The right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law.
9. The right to review your medical records and receive an accounting of disclosures regarding your own health information as permitted by law.
10. The right to know about resources, such as patient complaint and grievance processes, patient representatives that can help you promptly resolve problems and questions about your stay and care at the facility.
11. The right to lodge a grievance with the facility; please request a grievance form from staff involved in your care. The form may be submitted to the Urology Surgical Center Clinical Director or Administrator. You also have the right to lodge a grievance with a state or federal agency directly, regardless of whether you first use the facilities grievance process. Medicare Beneficiary Ombudsman: www.cms.hhs.gov/center/ombudsman.asp or Joann Erickson, Section Administrator at Nebraska Department of Health and Human Services at 402-471-3484 or joann.erickson@dhhs.ne.gov or P.O. Box 94986, Lincoln, NE 68509-4986.
12. The right to receive accurate information regarding identity and professional status of those who care for you.
13. The right to refuse to participate in research.
14. The right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment, except for emergencies.
15. The right, upon request, to receive an itemized explanation of your bill, regardless of source of payment.
16. The right to change provider if other qualified providers are available.
17. If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on behalf of the patient.
18. If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
19. The right to receive care in a safe environment.
20. The right to exercise his or her rights without being subjected to discrimination or reprisal.

This surgery center is owned and operated by the physicians listed,

*Dr. Richard Crusinberry, Dr. Peter Howe, Dr. Don Henslee, Dr. Christopher Larson, Dr. Andrew Lepinski and Dr. David Wiltfong.
All physicians practicing at the Urology Surgical Center are board certified in their respective specialties.*