



2400 Balfour Road #320 • Brentwood, CA 94513 • 925.626.9000

PATIENT COMPLAINT OR GRIEVANCE:

To report a complaint or grievance you can contact the facility's Nurse Manager by phone at (925) 626-9000 or by mail at:

Nurse Manager
Brentwood Surgery Center
2400 Balfour Road #320
Brentwood, CA 94513

Complaints and grievances may also be filed through the California Department of Public Health, Licensing and Certification Division, at:

California Department of Public Health
East Bay District Office
850 Marina Bay Parkway
Richmond, CA 94804-6403
(510) 620-3900
(800) 554-0352 (Toll Free)

All Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman at:
1-800-633-4227 or
www.cms.hhs.gov/center/ombudsman.asp

ADVANCE DIRECTIVE NOTIFICATION:

In the State of California, all patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. The Fremont Surgery Center respects and upholds those rights.

However, unlike in an acute care hospital setting, the Fremont Surgery Center does not routinely perform "high risk" procedures. While no surgery is without risk, most procedures performed in this facility are considered to be of minimal risk. You will discuss the specifics of your procedure with your physician who can answer your questions as to its risks, your expected recovery, and care after your surgery.

Therefore, it is our policy, regardless of the contents of any Advance Directive or instructions from a health care surrogate or attorney-in-fact, that if an adverse event occurs during your treatment at this facility, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care Power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care power of attorney.

If you wish to complete an Advance Directive, copies of the official State forms are available at our facility.

If you do not agree with this facility's policy, we will be pleased to assist you in rescheduling your procedure.