



## *Advance Directives*

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**Durable Power of Attorney for health care:** A durable power of attorney for health care, also known as a health care power of attorney, allows one person "principal" to appoint another person "the agent" to make certain health care decisions for the principal if the principal becomes incapacitated.

**Living Wills:** A living will is a declaration made by the person while still capable regarding the person's wishes concerning health care. It is made before the person becomes incapacitated and is generally effective only if the person is unable to express his or her wishes at the time a health care decision has to be made.

### **Legal Assistance**

Legal assistance and elder rights program work in conjunction with other programs and services in the aging network to maximize the independence, autonomy and well-being of older persons. Attorneys provide legal assistance on issues such as income security, health care, consumer protection issues such as bankruptcy, collections, foreclosure and consumer fraud and scams, long-term care, defense of guardianship, abuse, neglect and individual rights. Legal assistance is targeted towards older individuals in social and economic need. For more information, contact your local Area Agencies on Aging or the State Unit on Aging.

### **Elder Access Line**

The Elder Access Line serves people over 60 throughout the State of Nebraska. Topics include but are not limited to consumer and debt collection practices, Medicare and Medicaid, homestead exemptions, Advanced Directives and grandparent's rights. People can call the Elder Access Line for free legal advice, resources, and brief services. The attorney will be available by phone to talk with callers, and can provide some simple legal documents such as Powers of Attorney, Simple Wills and Advance Directives. For more information visit <http://www.legalaidofnebraska.com/>. Or call statewide 1-800-527-7249. In Omaha call 402-827-5656.

## **Patient Bill of Rights and Responsibilities**

We want to encourage you to communicate openly with your health care team, participate in your treatment choices, and promote your own safety by being well informed and actively involved in your care. We want you to know your rights as well as your responsibilities during your visit.

### **Your Rights as a Patient**

- Request a different health care provider
- Receive considerate, respectful, and compassionate care regardless of your age, gender, race, national origin, religion, payer, sexual orientation, or disabilities
- Be called by your proper name and to be told the names of the doctors, nurses, and other health care team members involved in your care
- Be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and expected outcome of treatment, including unanticipated outcomes
- To give written informed consent before any non-emergency procedure beings
- 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 the patient's behalf
- If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with and to the extent allowed by State law may exercise the patient's right
- Have your pain assessed and be involved in decisions about managing your pain
- You can expect full consideration of your privacy and confidentiality in care discussions, examinations, and treatments
- Access protective and advocacy services in cases of abuse or neglect
- The Omaha Surgical Center will provide a list of protective and advocacy resources upon request
- You and others with your permission, have the right to participate in decisions about your care, treatment, and services provided; including the right to refuse treatment to the extent permitted by law
- If you leave the Omaha Surgical Center against the advice of your doctor, the Omaha Surgical Center and doctors will not be responsible for any medical consequences that may occur
- You have the right to language interpreter services including sign language
- Be involved in your discharge plan
- You can expect to receive information about follow-up care
- Received information about your facility charges
- You can expect that all communications and records about your care are confidential, unless disclosure is required by law

### **Advance Directive Policy**

To comply with state law, during the registration process, you will be asked if you have an advance directive. Please bring a copy of your advance directive if you have one. If you do not have an advance directive and would like further information, please call us at 402-391-3333. Upon request, we will mail information regarding advance directives or will have it available to you at registration. Our facility has the policy to NOT honor advance directives. This policy maintains that in the event of a life-threatening emergency, the Omaha Surgical Center will perform any emergency procedures necessary to stabilize the patient and transfer them to an acute care facility.

## **Your Responsibilities as a Patient**

- Provide complete and accurate information; including your full name, address, telephone number, date of birth, Social Security number, Insurance carrier, employer and when required your relationship to the patient
- Provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, any perceived safety risks, and any other matters that pertain to your health
- Ask questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor
- The outcomes to your health if you do not follow the care, treatment plan, and services plan
- Actively participate in your pain management plan and keep you doctors and nurses informed of the effectiveness of your treatment
- Please leave any valuables at home and only bring those items necessary for your visit
- Treat all staff, other patients, and visitors with courtesy and respect; abide by all rules and safety regulations; and be mindful of noise levels, privacy, and number of visitors
- Keep appointments, be on time for appointments, or call your health care provider if you cannot keep your appointments

**If you have a problem or complaint, you may talk with your doctor, nurse manager, or our office manager without discriminations:**

Omaha Surgical Center, 8051 West Center Road, Omaha, NE 68124  
402-391-3333

**If your complaint is not resolved to your satisfaction, you have the right to request a review by the following organizations:**

**Nebraska Dept. of Health & Human Services:** Janet Blackman, DHHS Division of Public Health Investigations. 1215 South 42<sup>nd</sup> street Omaha Nebraska, 68105. Phone 402-471-4964 and 402-471-9407  
[www.dhhs.ne.gov/Pages/reg\\_investi.aspx](http://www.dhhs.ne.gov/Pages/reg_investi.aspx)

**Ombudsman's Office:** Room 807, State Capitol, P.O. Box 94604. Lincoln, NE 68509-4604, 402-471-2035, toll free 800-742-7690

**CMS (Center for Medicare & Medicaid Services):** Region VII, 601 E. 12<sup>th</sup> St., Suite 235, Kansas City, MO 64106

**CMS/Ombudsman:** Attn: Centers for Medicare & Medicaid Services, 7500 Security Blvd., Baltimore, MD 21244-1850, toll free TTY 800-633-4227 or 877-486-2048

# Nebraska Area Agencies on Aging

Data Source: Home and Community Based Services Division

**Aging Office of Western Nebraska - AOWN**  
 1517 Broadway, Suite 122  
 Scottsbluff, NE 69361  
 Phone: 308-635-0951  
 Toll free: 800-682-5140  
 Website: [www.aown.org](http://www.aown.org)

**West Central Nebraska Area Agency on Aging - WCNAAA**  
 115 North Vine  
 North Platte, NE 69101  
 Phone: 308-535-8195  
 Toll free: 800-662-2961  
 Website: [www.wcnaaa.org](http://www.wcnaaa.org)

**South Central Nebraska Area Agency on Aging - SCNAAA**  
 620 East 25th Street, Site 12  
 Kearney, NE 68847  
 Phone: 308-234-1851  
 Toll free: 800-558-4320  
 Website: [www.agingkearney.org](http://www.agingkearney.org)

**Northeast Nebraska Area Agency on Aging - NENAAA**  
 119 Norfolk Avenue  
 Norfolk, NE 68702  
 Phone: 402-370-3454  
 Toll free: 800-672-8368  
 Website: [www.nenaaa.com](http://www.nenaaa.com)

**Eastern Nebraska Agency on Aging - ENOA**  
 4223 Center Street  
 Omaha, NE 68105  
 Phone: 402-444-6536  
 Toll free: 888-554-2711  
 Website: [www.enoa.org](http://www.enoa.org)

**Midland Area Agency on Aging - MAAA**  
 2727 West 2nd St Suite 44D  
 Hastings, NE 68901  
 Phone: 402-463-4665  
 Toll free: 800-955-9714  
 Website: [www.midlandareaagencyonaging.org](http://www.midlandareaagencyonaging.org)

**Aging Partners**  
 1005 O Street  
 Lincoln, NE 68508-3628  
 Phone: 402-441-7070  
 Toll free: 800-247-0938  
 Website: [www.lincoln.ne.gov/city/ima/or/aging/index.htm](http://www.lincoln.ne.gov/city/ima/or/aging/index.htm)

**Blue Rivers Area Agency on Aging - BRAAA**  
 1901 Court St Beatrice, NE 68310  
 Phone: 402-223-1376  
 Toll free: 888-317-9417  
 Website: [www.braaaa.org](http://www.braaaa.org)

**Legend**

- Aging Offices
- Regions**
- ENOA
- APAAA
- NENAAA
- BRAAA
- MAAA
- WCNAAA
- AOWN
- SCNAAA



Department of Health & Human Services  
 N E B R A S K A

Map revised by  
 DHHS State Unit on Aging  
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