

Alicia Surgery Center

Ownership Disclosure/Patient Grievances/Advance Directives

- WHAT WE ARE:** is an outpatient surgical and procedural facility licensed in the State of California.
- WHO WE ARE:** is owned by investors (listed below). The center was developed to provide a safe and comfortable medical facility that would provide efficient and effective services to patients. Please visit www.AliciaSurgery.com for an updated list of owners.
- WHY WE WERE OPENED:** Outpatient care has been proven to increase patient comfort through personalized care while delivering quality services.
- YOUR RIGHTS AS A PATIENT:** You have the right to choose the provider and the facility for your health care services. You will not be treated differently by your physician if you obtain health care services at another facility.
- PATIENT GRIEVANCES:** If patients have complaints or concerns in regard to your care at The Alicia Surgery Center, they are encouraged to fill out a grievance form, which is available upon request at the front desk. Contact numbers are available below.
- ADVANCE DIRECTIVES:** If you have an advance directive or living will, the Center will still transfer you to the closest hospital which will make decisions about following any advance directive or living will. You have a right to have your living will present in our medical record at the Center and to be informed of the Center's policy prior to the date of admission. State information and forms to prepare an advance directive, if you decide to have one, can be found at the following web site:
<http://www.dhcs.ca.org/formsandpubs/pages/mmcadplsubjectlistings.aspx>

Consumer Complaints can be made at:

Surgery Center Alicia Surgery Center
Attn: Nurse Manager
25211 Paseo De Alicia, Suite 100
Laguna Hills, CA 92653
Tel: (949) 900-3480

CDPH California Department of Public Health (CDPH), District Administrator,
Orange County District Office, Tel: (949) 456-0630

DHHS Michael Kruley, Regional Manager
Office of Civil Rights
U.S. Department of Health and Human Services (DHHS)
90 7th Street, Suite 4-100
San Francisco, CA 94103
Voice phone (415) 437-8329
Fax (415) 437-8239
TDD (415) 437-8311, <http://www.OCRMail@hhs.gov> or www.OCRComplaint@hhs.gov

Medicare Office of the Medicare Ombudsman at www.cms.hhs.gov/center/ombudsman.asp

The following investors have a financial interest in the Alicia Surgery Center

Apex Healthcare, LLC (owned by Om P. Chaurasia, MD, MD, Brian T. Kim, MD, Diana H. Kersten, MD, John A. Hovanesian, MD, Savak Teymoorian, MD)