



ADVANCE DIRECTIVE NOTIFICATION

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. Raleigh Neurosurgical and Spine Surgery Center respects and upholds those rights.

Our team is dedicated to delivering the highest quality care in a safe environment that places the patient at the center of our care. We respect your rights to participate in decisions regarding your care and self-determination and will carefully consider your requests. After careful consideration and reviewing the applicable state regulation Article 23, 90-320, the leadership of the facility has established a policy to initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. The majority of procedures performed at Raleigh Neurosurgical and Spine Surgery Center are considered to be of minimal risk, hence the risk of you needing such measures is highly unlikely. At the acute care hospital, further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, advance directive, or health care power of attorney.

You have the option of proceeding with care at our facility or having the procedure at another location that may not set the same limitations. Having been fully informed of our Statement of Limitations, you choose to proceed with your procedure at Raleigh Neurosurgical and Spine Surgery Center.

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.

PATIENT COMPLAINT OR GRIEVANCE

To report a complaint or grievance, you can contact the facility Administrator by phone at 984-884-1600 or by mail at:

Raleigh Neurosurgical and Spine Surgery Center
5241 Six Forks Road, Ste 200
Raleigh, NC 27609
AAAHc 847-853-6060 or Complaints@aaahc.org
AAAHc-Complaints, 3 Parkway North, Suite 201, Deerfield, IL 60015

Complaints and grievances may also be filed through:

NC Department of Health and Human Services, Division of Health Service Regulations
2711 Mail Service Center
Raleigh, NC 27699-2711
Phone: 800-624-3004 or 919-855-4500
Fax: 919-715-7724
State Website: www.cms.hhs.gov/center/ombudsman.asp