



PATIENTS' RIGHTS AND RESPONSIBILITIES

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his attending practitioner, the names of all other practitioners directly participating in his care, and the names and functions of other health care personnel having direct contact with the patient.
3. A patient has the right to every consideration of his privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly.
4. A patient has the right to have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
5. A patient has the right to know what Center rules and regulations apply to his/her conduct as a patient.
6. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
8. A patient has the right to full information, in lay terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his behalf to the patients next of kin or other appropriate person.
9. Except for emergencies, the physician shall obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
10. A patient or, in the event the patient is unable to give informed consent, a legally responsible party, has the right to be advised when a physician is considering the patient as part of a medical care research program or donor program, and the patient or legally responsible party must give informed consent prior to actual participation in such program. A patient or legally responsible party may, at any time refuse to continue in any such program to which he has previously given informed consent.
11. A patient has the right to refuse drugs, treatment, or procedures offered by the Center, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patients refusal of drugs, treatment or procedures.
12. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, gender, sexual preference, national origin, or source of payment.
13. A patient who does not speak English shall have access, where possible, to an interpreter.
14. The Center shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless the attending physician for medical reasons specifically restricts access.
15. A patient has the right to expect good management techniques to be implemented within the Center considering the effective use of time of the patient and to avoid the personal discomfort of the patient.
16. When medically advisable, a patient may be transferred to another facility. He/she or his next of kin or other legally responsible representative will be provided with complete information and an explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
17. A patient has the right to examine and receive a detailed explanation of his bill.
18. A patient has the right to be informed of his rights at the time of admission, and be given a copy of the Patients Rights and Responsibilities when admitted to the facility.

19. Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse the course of treatment.
20. Participate in the development and implementation of his/her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
21. Be advised of the policy on Advanced Directives, and Living Wills in the facility.
22. Be advised of the facility's grievance process, should he/she wish to communicate a concern regarding the quality of the care he/she received. Notification of the grievance process includes: who to contact to file a grievance and that he/she shall be provided a written notice of the grievance determination.
23. The patient shall have appropriate assessment and management of pain.

Patients Responsibilities

Patients are expected to:

1. Provide accurate and complete information about their present complaints, past medical illnesses, hospitalizations, surgeries, medications, and other matters relating to their health.
2. Tell their health care providers whether they understand the treatment, plan of care, and what is expected of the patient.
3. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by the provider.
4. Be responsible for keeping appointments and for notifying the facility or physician when he/she is unable to keep the appointment.
5. Be responsible for his/her actions should he/she refuse treatment or not follow physicians orders.
6. Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
7. Accept personal financial responsibility for any charges not covered by his/her insurance.
8. Be respectful of all the health care providers and staff, as well as other patients.

You have the right to file a grievance with the State if you feel you have an issue the Endoscopy Center will not or cannot resolve. You may notify the following regulatory agencies:

Division of Acute and Ambulatory Care Office: 1-800-254-5164

Medicare Beneficiary Ombudsman: www.cms.hhs.gov/center/ombudsman.asp