



The Endoscopy Center / Digestive Healthcare Consultants

Summary of Patient Rights and Responsibilities

Dear Patient: The Endoscopy Center is dedicated to caring for each patient with respect and dignity. During your stay here, we want you to be aware of your rights and responsibilities so that you, your doctor and The Endoscopy Center can work together to offer the best care possible. Your rights and responsibilities as a patient include the following:

YOUR RIGHTS:

- ☞ You have the right to medical treatment and services regardless of sex, race, creed, color, age, national origin or physical or mental disability.
- ☞ You have the right to refuse treatment, as permitted by law, and to be informed of the medical consequences of such a refusal.
- ☞ You have the right to have an advance directive (a living will, health care proxy or durable power of attorney) to express choices about care and to name another person to make health care decisions on your behalf, when necessary.
- ☞ You have the right to enjoy privacy and confidentiality. This includes refusing to talk to or see anyone not involved in your care: wearing personal clothing and other items that do not interfere with treatment and safety; being interviewed and examined in places that give reasonable privacy, and treatment of all information and records as confidential, as allowed by law.
- ☞ You have the right to an interpreter, when reasonably available and at no charge, when you do not speak English or understand English, or are deaf.
- ☞ You have the right to complete information on diagnosis, treatment and prognosis, spoken in a way that you can be expected to understand.
- ☞ You have the right to make informed decisions about your care, based on complete information provided by your doctor.
- ☞ You have the right to request an itemized bill of services provided by The Endoscopy Center as well as a price information list of usual and customary charges for common services. (Call 843-7996 and ask for billing assistance.)
- ☞ You have the right to information about The Endoscopy Center's patient rights policies, rules and regulations regarding your conduct as a patient, as well as the mechanism to review and resolve patient complaints.
- ☞ You have the right to appropriate assessment and management of pain.
- ☞ You have the right to access, request amendment to, and receive an accounting of disclosures regarding your own health information as permitted under applicable law.

YOUR RESPONSIBILITIES:

- ☞ You have the responsibility to provide The Endoscopy Center and your doctor, accurate and complete information about recent and past illness, hospitalizations, medications, family history and other matters, including a copy of any valid advance directive.
- ☞ You have the responsibility to follow the treatment plan of your doctor; to ask questions about matters you do not understand; to keep appointments and to notify the other party when you are unable to do so.
- ☞ You have the responsibility to participate in your plan of treatment from the doctor; to not use any drugs not ordered by your doctor and administered by The Endoscopy Center staff; to recognize how lifestyle and life decisions can impact on health; and to be responsible for your actions if treatment is refused, or the doctor's instructions are not followed.
- ☞ **You have the responsibility to provide information to The Endoscopy Center about insurance benefits and third party payers, and otherwise assume financial obligation for your health care.**
- ☞ You have the responsibility to care for all personal property that is kept in your possession during your visit. Please leave your valuables at home.

The Endoscopy Center strives to provide the highest level of care to our patients. Providing information on patient rights and responsibilities allows us to maintain this environment for our patients and their families.

Please note that this is a summary. If you have questions, or would like to review a copy of the complete patient rights and responsibilities policy of The Endoscopy Center, please call The Endoscopy Center at 843-7993.