

PATIENT RIGHTS AND RESPONSIBILITIES STATEMENT

PATIENT'S BILL OF RIGHTS

Every patient has the right to be treated as an individual with his rights respected. We want to assure that the rights of all patients coming to the Center are respected without regard to sex, culture, economic status, education handicap, race, color, age, or religious background.

Patient Rights:

- To receive treatment without discrimination as to race, color, religion, sex, national origin, disability, or source of payment.
- To receive consideration and respectful care from competent personnel in a clean and safe environment. To be free from mental, physical, sexual and verbal abuse, neglect, exploitation, and free from use of unnecessary restraints. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel.
- To understand the indications for the procedure. To receive all the information they need to give informed consent for any procedure, including the possible risks and benefits of the procedure.
- To receive complete information regarding diagnosis, planned treatment and prognosis, as well as alternative treatments/procedures and the possible risks/side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.
- To participate in all decisions involving health care, except when such participation is contraindicated for medical reasons.
- To refuse treatment in accordance with laws and regulations and to be told what affects this may have on their health.
- To assure safe use of equipment by trained personnel.
- To be provided privacy, confidentiality and integrity of all information and records regarding their care.
- To be provided privacy, safety and security of self and belongings during the delivery of patient care service.
- To have the ability to access information contained in their medical record. To approve or refuse the release of their medical records except when it is required by law and to ask for an accounting of such.
- To be aware of fees for service and the billing process.
- To be aware of after-hours and emergency care.
- To complain without fear of reprisals about the care and services that they are receiving.
- To be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.
- To continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.

- To be informed if the facility has authorized other healthcare and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and functions of this institution and to refuse to allow their participation in the patient's treatment.
- To be assured that in the event of needed long-term care, this organization will provide the mechanisms to help advance the development of continuing quality care for those patients who require it.
- To appropriate assessment and management of pain.
- To knowledge of the credentials of the health care professionals and have their right to change their providers if other qualified providers are available.
- To be provided with appropriate information regarding the absence of malpractice insurance coverage.

Patient Responsibilities:

- To provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advance directives, living will, medical power of attorney, medications including over-the-counter dietary supplements, allergies or sensitivities and other pertinent data.
- To ask questions when they do not understand something regarding their care or treatment.
- To assure that their financial obligations for health care rendered are paid in a timely manner.
- For their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given to them by the physician or Center employee.
- For keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify the Center as soon as possible.
- For the disposition of their valuables, as the Center does not assume this responsibility.
- For showing respect and consideration to other people and property.
- For informing his/her provider about any other directive that could affect his/her care.
- To provide a responsible adult (age 18 or older) to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.

The Center regards the doctor-patient relationship to be sacred requiring trust, mutual respect, and confidentiality. To that end, if you have any comment, grievance or complaint regarding the care you received by this facility, a physician or employee of this facility, please voice your concern by letter or telephone call to:

Administrator/Director of Nursing

Center for Digestive Endoscopy

1817 N. Mills Ave.

Orlando, FL 32803

Phone (407) 241-3221

Agency for Healthcare Administration

Complaint Administration Unit

Mail Stop 49

2727 Mahan Dr.

Tallahassee, FL 32308

888-419-3456

Medicare Website:

www.cms.hhs.gov/center/ombudsman.asp

The Center will not discriminate or use any reprisal against you for taking action to solve a problem or voice a concern.