

Four Seasons Endoscopy Center, Inc.

Patient's Bill of Rights

1. A patient has the right to be treated with respect, consideration and dignity.
2. A patient has the right to respectful care given by competent personnel, in a safe environment, which includes consideration of psychosocial, spiritual and cultural issues.
3. A patient has the right, upon request, to be given the name of his attending physician, the names of all other physicians directly participating in his care, and the names and functions of other health care persons having direct contact with the patient.
4. A patient has a right to a comprehensive assessment to assure an appropriate and safe procedure(s) and that a patient will be able to tolerate a scheduled procedure(s).
5. A patient has the right to every consideration of his privacy concerning his own medical care program. Case discussions, consultation, examination and treatment are considered confidential and should be conducted discreetly
6. A patient has the right to have all records pertaining to his medical care treated as confidential except as otherwise provided by law or third party contractual arrangements. The patient has the right to access information contained in his clinical records within a reasonable time frame. Patients have a right to refuse and approve the release of their medical records.
7. The AEC shall provide the patient, or the patient's designee, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending physician for medical reasons.
8. Patients have a right to refuse to participate in experimental medical research.
9. A patient has the right to know what ambulatory endoscopy center (AEC) rules and regulations apply to his conduct as a patient.
10. A patient will be made aware of the physician's financial interest in the facility. Several of the physicians of Valley Gastroenterology Associates share in the ownership of the endoscopy center.
11. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
12. The patient has a right to good quality medical care and high professional standards that are continually maintained and reviewed. The patient has the right to be provided the credentials of the AEC's physicians and health care providers.
13. Patients are informed of their right to change specialty physicians if another qualified specialty physician is available.
14. A patient has the right to full information in terminology he/ she can understand, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on his behalf to the patient's next of kin or other appropriate person.
15. The patient has a right to be informed about and participate in decisions regarding his care. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
16. A patient, or if the patient is unable to give informed consent, a legally responsible person, has the right to be advised when the practitioner is considering the patient as part of a medical care research program, and the patient or the responsible person shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he has previously given informed consent.
17. A patient has a right to refuse drugs or procedures to the extent permitted by statute. The physician shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
18. A patient has a right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability or source of payment.
19. A patient who does not speak English should have access, when possible, to an interpreter. Effective communication will be provided, when possible, for a patient who has a hearing, sight or speech impairment.
20. The patient has a right to expect good management techniques to be implemented within the AEC. The techniques shall make effective use of the patient's time and will avoid the inconvenience of the patient.
21. When an emergency transfer of a patient is required to another healthcare facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
22. The patient has a right to examine and receive a detailed explanation of his bill.

23. A patient has the right to expect that the AEC will provide information for continuing health care requirements following discharge and the information necessary to meet them.
24. A patient has a right to be informed of his rights at the time of his admission
25. A patient has the right to have an advance directive concerning his treatment (such as a living will or durable power of attorney for health care).
26. The patient has a right to access protective services.
27. The patient has a right to be informed of the AEC grievance process.

If you have a comment about your care or service, please contact:

**Four Seasons Endoscopy Center
Kristen Ochsenhirt RN, 724-891-2100**

**PA DOH, Acute and Ambulatory Care Division
625 Forster St. Harrisburg PA 17120 1-800-254-5464**

Medicare beneficiaries:

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

28. Patients have a right to marketing and advertising materials regarding the competence and capabilities of the AEC and its physicians that are not misleading.

Patient Responsibilities

1. Patients have a responsibility to keep their appointment as scheduled. When an appointment cannot be met, a patient should contact the office, as soon as possible, to cancel and reschedule the appointment.
2. Patients have a responsibility to provide the attending physician and all staff members with accurate, truthful and complete medical information. This includes information about health as well as information about all medications, supplements, over the counter products and any allergies or sensitivities.
3. Patients have a responsibility to follow the mutually agreed upon treatment plan. Patients are responsible for participating in their health care planning. Patients have a responsibility to report a change in their health or medications and to ask questions when they do not understand any part of their care plan.
4. Patients have a responsibility to provide the administrative staff members with accurate, truthful and complete insurance information.
5. Patients have a responsibility to accept personal financial responsibility for any charges not covered by their insurance company.
6. Patients have a responsibility to pay their bills promptly. If a claim is disputed or if a patient requires a detailed explanation of the bill, it is the patient's responsibility to ask questions and work cooperatively with the billing department to resolve any disputes.
7. Patients have a responsibility to inform the physician and staff about any living will, medical power of attorney or any other directive that could impact their health care.
8. Patients have a responsibility to treat their physician, healthcare providers and staff as well as other patients with respect.
9. Patients have the responsibility of providing a responsible adult to transport him/her home from the facility and if required by the physician remain with the patient up to 24 hours after discharge.