

PARTICIPATION IN CARE

The patient has the right to actively participate in decisions about his/her care.

The patient has the right to refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his or her action.

A patient may refuse to participate in a research project. A patient may refuse to continue in a program to which he or she has previously given informed consent.

A patient has the right to refuse drugs or procedures to the extent permitted by statute, and a practitioner shall inform the patient of medical consequences of the patient's refusal of drugs or procedures.

Patients may also change physicians at their own discretion.



The patient has the responsibility to do the following:

Provide accurate information

The patient is asked to provide current information for the registration process and to be as clear as possible in giving their medical history prior to the procedure.

Ask questions

The patient is encouraged to ask any and all questions of the physician and staff in order that he or she may have full knowledge of the procedure and aftercare.

Follow directions

The patient is responsible for following any directions given pre-procedure, (e.g. the colon prep) and any written instructions given at discharge.

Accept financial responsibility

The patient is responsible for the payment of services if they have no insurance coverage, and the insured patient is responsible for that portion of the bill deemed by the insurance company to be their co-pay, deductible or remaining responsibility.



ADVANCED ENDOSCOPY CENTER

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PATIENT RIGHTS AND

Responsibilities



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The patient has the right to expect the following actions from his or her physician and endoscopy center staff:

RESPECT

The patient has the right to respectful care given by competent personnel. The patient will always be called by his or her proper name unless directed otherwise by the patient.

CONSIDERATION

The highest priority will be given to the patient's personal needs and requests.

The patient has the right to quality care and services delivered pursuant to high professional standards that are continually reviewed and consistently maintained.

The patient has the right to medical services without discrimination based upon age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor, handicap, disability or source of payment.

Any patient who does not speak English shall have access, where possible, to an interpreter.

The patient has the right to expect that the center will be managed in a fashion that encourages efficiency and ensures the patient's comfort and safety.

The patient has the right to voice grievances and recommend changes in policies and services to the center's staff, the operator and the State Department of Health without fear of reprisal.

The patient has the right to expect emergency procedures to be readily available and implemented without unnecessary delay.

The patient has the right to express complaints about the care and service provided and to have the center investigate such complaints. The center is responsible for providing the patient or his/her designee with a written response within 30 days, if requested by the patient, indicating the findings of the investigation. The center is also responsible for notifying the patient or his/her designee that if the patient is not satisfied by the center's response, the patient may complain to the NYSDOH's Office of Health Systems Management.

DIGNITY/PRIVACY

The patient has the right to privacy concerning his or her own medical care. Case discussion, consultation, examination and treatment are considered confidential and shall be discussed discreetly with the patient.

Having respect for the patient's privacy will include these procedures: the patient will change in and out of their gown in the Change Room, Toilet/Change Room, or curtained recovery area for discharge. All questions regarding the patient's medical condition and history will be confined to areas that ensure the most confidentiality, e.g. within the confines of the Procedure Room, at the patient's bedside in the Recovery Room, or, if needed, in the Consultation Room.

CONFIDENTIALITY

A patient has the right to have records pertaining to his or her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements. No information will be disclosed to third parties without patient approval and/or notification.

Any information given to other offices or insurance companies is done with the patient's knowledge and approval. The patient has the right to refuse the release of their medical records.

All Physicians and employees sign a statement of confidentiality that is kept in their credentialing file.

INFORMATION

The patient has the right, upon request, to be given the name of his or her attending physician, the names of all other physicians directly participating in his or her care, and the names and functions of other health care personnel having direct contact with him or her.

The patient has the right to request information regarding their providers' credentials.

The patient has the right to be informed of the services provided at the center and the provisions for off-hour emergency coverage.

The patient has the right to know what center rules and regulations apply to his or her care as a patient.

The patient has the right to full information, in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatment and possible complications (Consent, Discharge Instructions, Patient Education handouts). When it is not medically advisable to give the information to the patient, the information shall be given on his or her behalf to a responsible person. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the procedure.

The center shall provide the patient, or designee of the patient, upon request, access to information contained in his or her medical records, unless the attending practitioner specifically restricts access for medical reasons.

If an emergency arises and the patient is transferred to another facility, the responsible party shall be notified. The facility to which the patient is to be transferred shall be notified prior to the patient's transfer.

The patient has the right to have information regarding advance directive available.

The patient has the right to be informed of the charges for service, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care.

The patient has the right to examine and receive a detailed explanation of his or her bill for services.

The patient has the right to expect that the Center will provide information for continuing health care requirements following discharge and the means for meeting them.

The patient will be informed of his or her rights at the time of registration.