

NOTICE OF PATIENT RIGHTS

The GI Center personnel, clinic personnel, and medical staff have adopted the following list of patient rights. A list of these patient rights is posted in the reception area. All personnel shall observe these patient rights. Patients shall be informed of both their rights and responsibilities.

Patient Rights

1. Patients are treated with respect, consideration and dignity.
2. Patients are provided appropriate privacy.
3. Patients have the right to be free from both mental and physical abuse.
4. Patients have the right to have an appropriate assessment and management of pain.
5. Patients have the right of self-determination, which encompasses the right to make choices regarding life-sustaining treatment or care. Patients are informed of the GI Center's policy to utilize resuscitative measures if necessary, when procedures are performed in our endoscopic facility. Patients have the right to schedule procedures at an alternative facility.
6. Patient disclosures and records are treated confidentially, and, except when required by law, patients are given the opportunity to restrict their release. Patients have the right to ask for a copy of their health record and to make a request for corrections to their health record. Patients have a right to receive a notice that tells how their health information will be used and to get a report on when and why your health information was shared.
7. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person. Within the limits of the facility service policy, the patient and family will be instructed in appropriate care techniques.
8. Patients are given the opportunity to participate in decisions involving their healthcare, except when such participation is contraindicated for medical reasons.
9. Information is available to patients and staff concerning: patient rights, including those specifically mentioned above, patient conduct and responsibilities, services available at the organization, provisions for after-hours and emergency care, fees for service, payment policies, patient's right to refuse to participate in research, advance directive, and the credentialing of healthcare professional.
10. Patients have the right to change physicians if another physician is available.
11. Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
12. Patients are informed about procedures for expressing suggestions to the organization and policies regarding grievance procedures and external appeals, as required by states and federal law regulation.
13. Patients shall have the right to exercise all patient rights without regard to gender, cultural, economic, educational or religious background or the source of payment for his/her care.
14. Patients are allowed to express those spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy for the patient. The patient or designated representative has a right to participate in their consideration of ethical issues that arise in the care of the patient.
15. Patients shall have the right to the knowledge of the physician who has primary responsibility for coordinating his/her care and the names of the professional relationships of other physicians and non-physicians who will see him/her.
16. Patients shall receive information from his/her physician about his/her illness, course of treatment, and prospects for recovery in terms he/she can understand.
17. The patient shall receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
18. The patient has the right to be interviewed and examined in surrounding designed to assure reasonable privacy. This includes the right to have a person of one's own gender present during certain parts of a physical examination, treatment, or procedure performed by a health care professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
19. When a patient does not speak or understand the predominant language of the community, he/she will have access to an interpreter.
20. Patients shall actively participate in decisions regarding their medical care, to the extent permitted by law this includes the right to refuse treatment.
21. Patients shall have full consideration of privacy concerning their medical care. Case discussion, consultation, examination and treatment are confidential and shall be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.

22. Patients' records and treatment communications shall be treated confidentially. The patient may restrict the release of their personal health information to anyone other than for treatment, payment, or healthcare operations.
23. Patients are entitled to reasonable responses to a reasonable request he/she may make for service.
24. Patients have the right to leave the facility even against the advice of his/her physician.
25. Patients have the right to reasonable continuity of care and to know in advance the time, location of the appointment, and the name of the physician providing the care.
26. Patients shall be informed of any unanticipated outcomes of care, treatment or services that relate to sentinel events considered reviewable to accrediting organizations.
27. In the event the GI Center is unable to render medical care, a complete explanation regarding the need to transfer to another facility or physician will be discussed with the patient and/or their personal representative.
28. Patients shall be advised that if his/her physician proposes to engage in or perform human experimentation affecting his/her care or treatment, the patient has the right to refuse to participate in such research projects.
29. Patients have the right to be informed by their physician or a delegate of his/her physician of the continuing health care requirements followings discharge from the GI Center.
30. Patients have the right to receive an explanation of his/her bill, regardless of the source of payment. Ethical principles guide the business practices of the Center.
31. Patients have the right to know the rules and policies that apply to their conduct while a patient of the GI Center.
32. Patient rights apply to the patient as well as to the person who has the legal responsibility to make decisions regarding medical care on behalf of the patient (personal representative).
33. Patients who believe their rights are being denied may make a complaint to the Center Administrator, 405 N University, Little Rock, AR 72205, 501-663-1074; file a complaint with their insurer; file a complaint with the Arkansas Department of Health, 501-661-2210; or file a complaint with Medicare, www.cms.hhs.gov/center/ombudsman.asp or 1-800-Medicare without regard to retaliatory retribution.

Patient Responsibilities

The care a patient receives depends partially on the patient himself/herself. Therefore, in addition to patient rights, a patient has certain responsibilities. These responsibilities are resented to the patient in the spirit of mutual trust and respect.

1. The patient is responsible to cooperate with staff.
2. The patient shall provide accurate and complete health care information concerning present complaints, past medical history and other issues related to their health.
3. The patient is responsible for making it known whether he/she understands the contemplated plan of medical and nursing management and the compliance expected of him/her.
4. The patient is expected to follow the treatment plan recommended by the physician and staff to report unexpected changes in his/her condition to the responsible practitioner.
5. The patient is responsible for his/her actions if he/she refuses treatment or does not comply with the plan of treatment.
6. The patient is responsible to keep appointments and to notify the Center if unable to do so.
7. The patient is responsible to fulfill the financial obligations of his/her care to the center in the time permitted.
8. The patient is to respect the rights, property and privacy of other patients and personnel.

Advance Directives:

In the event of a life threatening emergency, it is the policy of the GI Center to utilize resuscitative measures such as Cardiopulmonary Resuscitation (CPR) as necessary to stabilize our patients for transfer to an acute care health facility. Because all scheduled procedures are elective in nature, it is the policy of the GI Center that advanced directives will not be honored. You have a right to schedule procedures at an alternative facility.

A sample advance directive form is available on request or on our website at www.gastrodoctors.net. Information regarding Arkansas health and safety laws may be obtained from the Arkansas Health Department at www.healthylarkansas.com or through an attorney.

Physician Interests:

Your physician may have a financial interest in the GI Center. Information will be provided at your request.