

Communication between the patient and the Center staff is an important element in good health care. If you are concerned about or displeased with any aspect of your care, we ask that you first discuss the problem with your nurse or physician. If your concern is not alleviated, please contact our Director of Nursing, CEO, or Medical Director.

You may also contact:

South Carolina Department of Health and Environmental Control
2600 Bull Street, Columbia, SC 29201
1-800-545-4370.

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

There will be no repercussions for complaint(s).

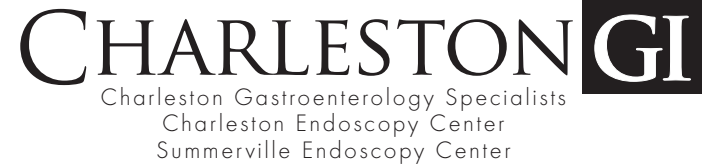
Suggestions or comments you would like to make following discharge are most appreciated and should be forwarded to:

Charleston Endoscopy Center
Attn: Director of Nursing/CEO/Medical Director
1962 Charlie Hall Boulevard
Charleston, SC 29414

or

Summerville Endoscopy Center
Attn: Director of Nursing/CEO/Medical Director
328 Midland Parkway
Summerville, SC 29485

843-722-8000



Charleston Endoscopy Center
1962 Charlie Hall Boulevard
Charleston, SC 29414

Summerville Endoscopy Center
328 Midland Parkway
Summerville, SC 29485

843-722-8000
843-723-7850 Fax

PATIENT RIGHTS & RESPONSIBILITIES

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PATIENT'S RIGHTS

1. The Patient has the right to consideration of privacy concerning his own medical care program. Case discussion, consultation, examination, treatment, and medical records are considered confidential and shall be handled discreetly.
2. The Patient has the right to expect a safe and secure environment in which his/her procedure will be performed.
3. The Patient has the right to be treated with respect, consideration, and dignity.
4. The Patient has the right to be informed of his/her rights and responsibilities at the time of admission.
5. The Patient has the right to reasonable access to care including, but not limited to:
 - a. interpreter for the non-English speaking patient
 - b. the right to change his/her primary or specialty physician if another qualified physician is available.
 - c. appropriate assessment and management of pain
 - d. easily accessible facilities to those with limited physical capacities
 - e. the expectation that emergency procedures be implemented without unnecessary delay, and
 - f. their diagnosis, evaluation, treatment, and prognosis
6. The Patient has a right to expect prompt attention to complaints. Complaints may be made to any staff member, employee, or administrator verbally or in writing.
7. The Patient has the right to considerate care given by competent personnel, respectful of the patient's personal values and beliefs.
8. The Patient has the right, to the extent allowed by law, to have family or other surrogate participate in his care when appropriate.
9. The Patient has the right to request and receive information about fee schedules and payment policies.
10. The Patient has the right to participate in decisions involving his/her health care except when such participation is contraindicated for medical reasons. The practitioner will inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
11. The Patient has the right to notify the staff of any ethical issues specific to his/her care.
12. The Patient has the right to have patient disclosure and records treated confidentially and is given the opportunity to approve or refuse the release, except as required by law.
13. To the extent allowable by law, ethics, and good medical care, the Patient has the right to expect prompt resolution of conflicts.
14. The Patient or his/her legally authorized surrogate has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program. The patient or responsible person will give informed consent prior to any participation in the program. The patient or responsible person may refuse to continue in a program to which he has previously given informed consent.

15. The Patient or surrogate has the right to be informed and to consent to or refuse participation of students or residents in his/her care.
16. Patients who have Advance Directives should understand that if a procedure is done in this facility, we **CANNOT** honor Advance Directives.
17. The Patient has the right to be free from mental, physical, sexual and verbal abuse; neglect; exploitation from staff, visitors, students, volunteers, other patients, or family members; and all forms of abuse and harassment.
18. The Patient or surrogate has the right to refuse care, treatment and services in accordance with law and regulation.
19. The Patient has the right to exercise his/her rights without being subjected to discrimination or reprisal.

PATIENT RESPONSIBILITIES

1. The Patient is responsible for providing accurate and complete information about his/her health including, but not limited to:
 - a. complaints
 - b. past illnesses
 - c. hospitalizations
 - d. medications (including over-the-counter drugs and dietary supplements)
 - e. allergies and sensitivities
 - f. insurance information
2. Patient has a responsibility to be prompt with payment of bills, and to ask any questions to prevent delay in payment.
3. The Patient or surrogate is responsible for acknowledging and informing staff and/or physicians when a contemplated treatment course or care decision is not understood. Patients can refuse or limit care even if their decisions adversely affect outcomes, as long as they are made aware of the consequences. The Patient must provide information about any living will, medical power of attorney, or other care directive that could affect his/her care.
4. The Patient is expected to be considerate and respectful of other patients, their family members, the property of other persons, and health care providers and staff.
5. The Patient has the responsibility to notify the Center when unable to keep a scheduled appointment.
6. The Patient must provide a responsible adult to drive him/her home from the Center and remain with him/her for 24 hours, as required by the Center.
7. The Patient is responsible for following the treatment plan and orders prescribed by his/her provider.