PATIENT RIGHTS AND RESPONSIBILITIES

In recognition of our responsibility in rendering patient care, these rights and responsibilities are affirmed in the policies and procedures.

The patient has the right to:

- Be treated with courtesy and respect that includes consideration of the psychosocial, spiritual, and cultural values, appreciation of individual dignity and protection of individual need for privacy and Protected Health Information (PHI).
- Be informed of patient right to change their provider if other qualified providers are available.
- Be accurately notified of the accreditation status of the facility, reflecting AAAHC as the accrediting entity
- Know that any marketing or advertising regarding the competence and capabilities of the organization is not in any way misleading to the patient.
- Know who is providing medical services and availability of other qualified providers if change is requested.
- Know what patient support services are available, including an interpreter if the patient does not speak English and requests services.
- Know what rules and regulations apply to patient conduct.
- Be given, by the health care provider, information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- Receive impartial access to medical treatment or accommodations, regardless of race, sex, age, national origin, religion, physical handicap, or source of payment without reprisal in a safe environment, free from abuse or harassment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental/research and to give patient consent or refusal to participate in such experimental research.
- Participate in decisions involving personal health care, unless contraindicated by concerns for their health.
- Participate in an appropriate assessment and management of pain.
- Refuse treatment, except as otherwise provided by law.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- Know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of reasonably clear and understandable, itemized bill and, upon request, to have charges explained.
- Be advised prior to care in the event any facility providers do not have Malpractice insurance.
- Express grievances regarding any violation of individual patient rights, as stated in applicable state and/or Federal law, through the grievance procedure of the health care provider or health care facility, which served the patient, and to the appropriate state-licensing agency.
- Be notified in the event of a breach of patient confidentiality
- If the organization maintains electronic PHI, obtain electronic copies of patient PHI
- If treatment is paid for out-of-pocket in full, request organization not notify insurance company of treatment

- If a patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient will be exercised by the person appointed under state law to act on the patient's behalf.
- If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by the state.

A patient is responsible for providing the healthcare team with:

- To the best of the patients' knowledge, provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, dietary supplements, over-the-counter medications, allergies as well as reactions, and other matters relating to health.
- A complete list of current medications including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- Report of unexpected changes in the patients' condition to the health care provider.
- Confirmation to the health care provider whether the patient comprehends a contemplated course of action and what is expected of the patient.
- Full participation with the treatment plan recommended by the health care provider.
- A responsible adult to transport the patient home from the facility and remain with the patient for twenty-four hours (24), if required by the provider.
- Punctuality at appointments and when the patient is unable to do so for any reason, notifying the health care facility.
- Accountability for the patients' actions if refusing treatment or not following the health care provider's instructions.
- Fulfillment of patient financial obligations for health care provided by the facility as promptly as possible.
- Cooperation in following facility rules and regulations affecting patient care and conduct.
- Information regarding the patients' living will, medical power of attorney, or other directive that could affect patient care.
- Consideration and respectful treatment of the facility staff and property
- Any concerns or questions regarding what to expect relative to pain, pain management and other options available.
- A request for electronic PHI if available and desired
- A request for restricted disclosure of PHI for insurance purposes if treatment is paid out-of-pocket in full.

Filing Complaints

If you have concerns about the care you received at this center,
Call, e-mail, or mail the facility Administrator at:

Southeastern Endoscopy Center LLC, Attn: Sam Bassett
PO Box 8629, Columbus, GA 31908
762-396-1021 sbassett@southeasterngi.com

If you have a complaint against an ambulatory surgical center, or practitioner
Call, e-mail, or mail the Georgia Department of Community Health at:

Georgia Department of Community Health
Healthcare Facility Regulation Division
2 Martin Luther King Jr. Dr., SE
Atlanta, GA 30334
404-656-4507 https://dch.georgia.gov/contact-dch

If you are a Medicare recipient and have a complaint against a health care professional or facility you may contact the Office of the Medicare Beneficiary Ombudsman by calling 1-800-MEDICARE or https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home

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