

The Endoscopy Center

Patient Rights and Responsibilities

The Endoscopy Center's Patient Rights and Responsibilities policy ensures that all patients are treated with respect at all times.

Patient Rights

Access to Care: You shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, religion, or sources of payment for care.

Respect and Dignity: You have the right to considerate, respectful *and safe* care at all times and under all circumstances, with recognition of personal dignity. *You also have the right to adequate pain management.*

Privacy and Confidentially: You will receive personal and informational privacy.

Information and Consent: You will receive from your physician, information about your diagnosis, treatment, and progress in terms that can be understood. You will, in collaboration with your physician, make decisions regarding your care. You will receive information from your physician necessary to make informed decisions regarding non-emergency treatment and/or procedure. You will participate in the decision-making process concerning ethical issues of your care. If you do not speak or understand the predominant language of the community, you have the right to have access to an interpreter. You may refuse treatment to the extent permitted by law. You may refuse to be transferred from The Endoscopy Center to another health care institution until informed of the reason for such a transfer.

Charges: You may examine and receive an explanation of your bill, regardless of the source of payment.

Consideration of Concerns: You, or the person acting for you, have the right to express concerns regarding the quality of care. Concerns may be addressed to the Nurse in charge of your care, the Clinical Supervisor, or the Medical Director. Presentation of a concern does not in itself serve to compromise your future access to care. The mechanism for resolving concerns that arise regarding your care, including the consideration of ethical issues related to your care are as follows:

- Responses to concerns will be handled by the Endoscopy Center's Medical Director, the Chief Operations Officer @ (828) 254-0881 or the North Carolina Medical Board @ (919) 326-1100 or (800) 253-9653. Concerns and resolutions will be documented and communicated upward through appropriate channels. The physician and/or patient will be contacted as appropriate.

Patient feedback and comments about services are solicited through the patient survey and patient interviews. Comments will be forwarded to the appropriate department for resolution.

Patient Responsibilities

Provision of Information: You have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.

Compliance with Instructions: You are responsible for following the treatment plan recommended by the physician.

Refusal of Treatment: You are responsible for your actions if you refuse treatment or do not follow the treatment plan.

Charges: You are responsible for assuring that the financial obligation of your health care is fulfilled as promptly as possible.

Respect and Consideration: You are responsible for being considerate of the rights of other patients and personnel and will assist in the control of noise, no smoking, and the number of visitors. You will respect the property of other persons and of the Endoscopy Center.

A more detailed copy of Patient Rights and Responsibilities can be found in The Endoscopy Center waiting area.