

Sacramento Midtown Endoscopy Center

Patient Rights and Responsibilities

Patient has the right to:

- Considerate, respectful, and dignified care and respect for personal values, beliefs, and preferences.
- Access to treatment and procedure without regard to race, ethnicity, national origin, color, creed/religion, sex, age, mental or physical disability.
- Respect of personal privacy.
- Receive care in a safe and secure environment.
- Exercise your rights without being subjected to discrimination or reprisal.
- Know the identity of person's providing care, treatment or services and, upon request, be informed of the credentials of healthcare providers.
- Expect the center to disclose physician financial interests or ownership in the center.
- Change their choice of physician.
- Receive information about unanticipated outcomes of care.
- Receive information from the physician about any proposed treatment or procedure and it's expected outcome, before it is performed, in order to give or withhold informed consent.
- Participate in decisions about the care, treatment or services planned and to refuse care, treatment or services, in accordance with law and regulation.
- Receive information in a manner tailored to his/her level of understanding, including provision of interpretive assistance or assistive devices.
- Have family be involved in care, treatment, or service decisions to the extent permitted by patient or patient's surrogate decision maker, in accordance with laws and regulations.
- Confidentiality for all information pertaining to care and stay in the center, including medical records and, except as required by law, the right to approve or refuse the release of your medical records.
- Access to and/or copies of your medical records within a reasonable time frame and the ability to request amendments to your medical records.
- Have an advance directive, such as a living will or durable power of attorney for healthcare, and be informed as to the center's policy regarding not honoring Do Not Resuscitate orders or Living Will options.
- Expect the center to provide the state's official advance directive form if requested.
- Obtain information concerning fees for services rendered and the center's payment policies.
- Be free from all forms of abuse and harrassment.
- Expect the center to establish a process for prompt resolution of patient's grievances and to inform each patient who to contact to file a grievance. Grievances/complaints and suggestions regarding treatment or care that is (or fails to be) furnished may be expressed at any time to any staff member. Grievances

may be lodged with the state or federal agency directly using the contact information provided below.

- Refuse participation in experimental research.

Patient is responsible for:

- Being considerate of other patients and personnel and for assisting in the control of noise, smoking, and other distractions.
- Respecting the property of others and the center.
- Identifying any patient safety concerns.
- Observing prescribed rules of the center during your stay and treatment.
- Providing a responsible adult to transport you home from the center and remaining with you for up to 24 hours if required by your provider.
- Reporting whether you clearly understand the planned course of treatment and what is expected of you, and asking questions when you do not understand your care, treatment or service, or what you are expected to do.
- Keeping appointments and, when unable to do so for any reason, notifying the center and physician.
- Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, allergies, unexpected changes in your condition, or any other pertinent health matters.
- Promptly fulfilling your financial obligations to the center, including charges not covered by insurance.
- Informing your providers about any living will, medical power of attorney, or other advance directive that could affect your care.

You may contact the following entities to express any concerns, complaints, or grievances you may have:

Center	Hansen Kwok, M.D., Medical Director (916) 733-6940
State Agency	California Department of Public Health Center for Healthcare Quality (CHCQ) Licensing and Certification Division P.O. Box 997377 MS3000 Sacramento, CA 95899 Complaints (800) 236-9747 General Information (916) 558-1784
Medicare	Office of the Medicare Beneficiary Ombudsman www.cms.hhs.gov/center/ombudsman.asp
Accrediting Agency	Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) (847)853-6060