Patient's Rights and Responsibilities

1. The patient has the right to ethical, high quality safe and professional care.
2. The patient has access to care at the facility without discrimination based on age, race, religion, or other factors.
3. The patient has the right to considerate and respectful care free from all forms of abuse and harassment.
4. The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.
5. The patient has the right to participate in the decisions about their care, treatment plan and discharge.
6. The patient has the right at any time to refuse any treatment or care, and to be informed of any medical consequences of their actions.
7. The patient has the right to receive appropriate pain management.
8. The patient has the right to receive care in a safe environment with competent personnel.
9. The patient has the right to the appropriate privacy regarding their medical information and treatment.
10. The patient has the right, when the need arises, to have the facility make reasonable attempts to communicate in the language or manner primarily used by the patient.
11. The patient has the right to examine and receives a full explanation of their bill and payment policies of fees for service. The patient accepts their personal financial responsibility for any charges not covered by insurance.
12. Upon preparation of documentation, patient's medical records will be made available to the patient. If 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.
13. The patient has the right to submit a written request to review their PHI as recorded in current EMR for the facility.
14. The patient has the right to refuse to participate or engage in human experimentation, and/or experimental research affecting their care or treatment.
15. The patient has the right to receive information regarding their care, diagnosis, treatment, and prognosis and when medically necessary the information is provided to a person designated by the patient or to a legally authorized person.
16. The patient has the right to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
17. The patient has the right to receive information from their provider prior to signing the informed consent. This information will include but is not limited to the medical risks and benefits of treatment and alternatives of care.
18. The patient has the right and is given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons. When medically inadvisable the information is provided to a person designated by the patient or to a legally authorized person.
19. Digestive Healthcare of Georgia Endoscopy Centers respects advanced directives; however, we prioritize immediate lifesaving measures over the advanced directive of any given patient. It is the policy of Digestive Healthcare Endoscopy to resuscitate, stabilize and transfer the patient to the closest acute care facility. If you bring an Advanced Directive, it will become a prominent part of your chart. Your Advanced Directive will be shared/sent with you to an acute care facility if the need arises.
20. The patient has the right to their health care providers' credentials upon request.
21. The patient has the responsibility to inform the facility staff or medical provider that you do not understand any part of your consent and to ask any questions or clarifications before signing consent.
22. The patient has the responsibility to follow the facility's protocol regarding their care, not to behave in a disruptive or disturbing manner and to have what is considered civil conduct, and not to have threatening behavior this includes but is not limited to cursing, screaming, berating, and belittling staff.
23. The patient has the responsibility to be considerate of other patients and staff members.
24. The patient has the responsibility to have a responsible adult driver present/available at time of procedure. We understand that not all responsible adults will wait in a healthcare waiting room due to their personal response to HIDs.
25. The patient has the responsibility to provide complete and accurate health care information to the best of their ability regarding their health, medications (including over-the-counter products and dietary supplements), and any allergies or sensitivities. The patient should report any changes in their health.
26. The patient has the responsibility to indicate whether he or she understands the contemplated plan of care and can follow the treatment plan prescribed by his/her provider and to participate in his/her care.
27. The patient has the right to change their provider (within the practice) without prejudice. If patient wants to change provider the day of the procedure the procedure will be cancelled and scheduled with another provider. Cancellation policy will be in effect.
28. The patient has the responsibility to be knowledgeable about their health care plan/insurance.
29. The patient has the responsibility to be accountable for their financial responsibilities.
30. The patient or their representative has the right to verbalize concerns, suggestions, or complaints to any of the below listed agencies. It is the responsibility of Digestive Healthcare Endoscopy Center staff to listen to patient concerns voiced by the patient of their representative. Patients who express concerns or file a grievance will not have their future access to care compromised in any way. To share concerns, verbally or written, please contact Erika Noll at 404-355-3200 or any staff member of Digestive Healthcare. The governing body will notify the patient of receipt of written complaint within three working days. A written decision will be mailed to the patient after seven working days. If you are not satisfied with the resolution of Digestive Healthcare Endoscopy Center you may contact the state agency of Medicare Ombudsman.

Chief Executive Officer
Digestive Healthcare Endoscopy Center
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Atlanta, GA 30327

GA Department of Community Health
Attn: Complaint Department
2 MLK Jr Drive SE
18TH Floor, East Tower
Atlanta, Ga 30334 404-656-4507

Medicare Beneficiary Ombudsman
http:www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html 1-800-Medicare