

Dear Patient:

We are enclosing the following items for your review prior to your procedure date. We will discuss them again with you on the day of your procedure. Please let us know if you have any questions.

Patients' Rights and Responsibilities

This document outlines what your rights are as a patient in our facility and the responsibilities that you have as a patient to help to support us in providing your care.

List of Owners

All freestanding ambulatory surgery centers are required to disclose the ownership of the facility to their patients.

Available at the center:

Advance Directive- an Advance Directive is a type of written or verbal instruction about health care to be followed if a person becomes unable to make decisions regarding his or her medical treatment. These instructions regarding your care will be followed during periods of time when you lack capacity to make medical treatment decisions. Different types of Advance Directives include:

Health Care Proxy is the appointment of someone you trust, and who knows you well, such as family member or a close friend, who will agree to act in your best interest, and in accordance with your wishes, regarding your healthcare if you lose the ability to make decisions about your treatment for yourself.

A Living Will is a written document in which you, as an adult who is now competent, can express your wishes regarding your future health care in the event that you are unable to make health care decisions. You can include statement of your preferences and desires regarding medical treatment with your living will, which can serve as a useful resource and directive to your treatment provider.

In an event of patient deterioration, we will always attempt to resuscitate a patient and if indicated, transfer that patient to a hospital. A copy of the patient's advance care directive will be sent with the patient.

Please feel free to discuss either of these Advance Directives with our staff. If you have a Health Care Proxy or Living Will, please bring a copy with you the day of your procedure.

The Center for Medicare and Medicaid Services requires that we provide you with this information regardless of who your insurance carrier is.

Rowena Ferguson

Administrator/Director of Nursing

Patient's Bill of Rights

The New York State Department of Health requires medical facilities to establish

policies regarding the rights of patients. Under the guidelines of the Department of Health, the Endoscopy Center of Central New York has developed a Patient's Bill of Rights.

The Patient's Bill of Rights, which is posted conspicuously in the Endoscopy Center of Central New York waiting room, shall afford patients the right to:

- Considerate and respectful care.
- The name of the physician responsible for coordinating his care.
- The name and function of any person providing health care services to the patient.
- Obtain from his physician complete current information concerning his diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information shall be made available to an appropriate person on his behalf.
- Receive from the physician information necessary to give informed consent prior to the start of any procedure or treatment including the specific procedure or treatment, the medically significant risks involved and the probable duration of incapacitation, if any. The patient shall be advised of medically significant alternatives for care or treatment, if any.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action.
- Consult another physician as desired.
- Privacy to the extent consistent with providing appropriate medical care to the patient. This shall not preclude discreet discussion of the patient's case. The patient shall be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy. This includes the right to have a person of one's own sex present during a physical examination, treatment or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is necessary.
- Patient has the right to be free from abuse and harassment.
- Privacy and confidentiality of all records pertaining to the patient's treatment, except as otherwise provided by law or third-party payment contract.
- A reasonable response by the facility's staff to the patient's request for service customarily rendered and in accord with the patient's treatment.
- Expect reasonable safety insofar as the facility practices and environment are concerned.
- Be provided instructions by his physician or delegate for continuing care after discharge from the facility.
- Call phone # 329-7300 if you develop Chest Pain, Shortness of breath, Fever / chills, Cough, Abdominal Pain, Rectal bleeding, Increasing abdominal distention or Rectal pain after your procedure or any other questions or concerns.
- In case of emergency go to the nearest emergency department or call 911.
- Refuse to participate in research or experimentation.
- Examine and receive an explanation of his bill.
- Know the facility rules and regulations that apply to his conduct as a patient.

- To have access to people outside the facility, by means of visitors and by verbal and written communication.
- Treatment without discrimination as to race, color, religion, sex, national origin or source of payment.
- Voice complaints and recommend changes in policies and services to the facility's staff, the governing authority and the New York State Department of Health, without fear of reprisal. **
- Medicare beneficiaries may express any concern about the quality of their medical services and those written concerns will be forwarded to the Empire State Medical, Scientific and Educational Foundation as appropriate.
- An interpreter to assist as necessary, when there is a communication barrier.
- Receive emergency medical care, as indicated by your medical condition upon arrival at a hospital for the purpose of obtaining emergency medical treatment.

** Office of Health Systems Management

New York State Health Department

217 South Salina St. Syracuse, NY 13202

315-426-7696 or 315-426-7695

Patient Responsibilities

As providers of care, the Endoscopy Center of Central New York has the right to expect reasonable and responsible behavior on the part of the patients, families and friends. To this end, the Endoscopy Center of Central New York has adopted a list of basic responsibilities into a format entitled Patient Responsibilities. Copies will be available for all patients admitted to the facility. The responsibilities are:

- ***Provision of Information*** – a patient has the responsibility to provide to the best of his knowledge, accurate and complete information about present complaints, past illnesses, medications and other pertinent facts relating to his health status. A patient is responsible for making it known whether he clearly comprehends a contemplated course of action and what is expected of him.
- ***Compliance with Instructions*** – a patient is responsible for following the treatment plan recommended by his practitioner. This may include following the instructions of nurses and allied health personnel. The patient is responsible for keeping appointments, and when he is able to do so, for notifying the responsible practitioner. The patient has a responsible adult stay in the Center while having their procedure as instructed. A responsible adult must be available to accompany the patient / drive the patient home at discharge.
- ***Refusal of Treatment*** – The patient is responsible for his actions if he refuses treatment or does not follow instructions.
- ***Charges*** – The patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.
- ***Respect and Consideration*** – The patient is responsible for being considerate of the rights of other patients and personnel and for assisting in the control of noise and smoking. The patient is responsible for being respectful of the property of

others and of the facility.

For additional information or to report a complaint, please contact:

Rowena Ferguson, RN,
Management
Administrator/Director of Nursing
Health
Endoscopy Center Of Central New York
4308 Medical Center Drive
Fayetteville, NY 13066
315-329-7301

Office of Health Systems
New York State Department of
217 South Salina St
Syracuse, NY 13202
315-477-8592

Centers for Medicare
Ombudsman
and Medicaid Services
www.cms.hhs.gov/center/ombudsman.asp
1-800-633-4227
www.CMS.gov

Office of the Medicare Beneficiary

**OWNERS
AGCNY EAST, LLC**

JAMES TIFFT, MD

JOHN DALE, MD

SCOTT EDISON, MD

THEODORE KOH, MD

JOHN SUN, DO

MARGARET M. SATTERLEE, M.D.

LAUREEN H. ASCENZO

RAYEES NIZAM, MD

THOMAS LEE, MD