

Endoscopic Services, P.A.



PATIENT RIGHTS & RESPONSIBILITIES

YOU HAVE THE RIGHT TO:

- ❖ Suitable treatment and services regardless of your age, gender, national origin, culture, education, disability, economic status, or religion.
- ❖ Receive considerate and respectful care that regards your personal values and beliefs.
- ❖ Be fully informed about a treatment or procedure and the expected outcome before it is performed and participate in decisions about your care.
- ❖ Provide information about your condition and the name of the physician responsible for your care.
- ❖ Be provided information about procedures or treatments that need your consent.
- ❖ Expect reasonable safety and privacy while receiving services.
- ❖ Refuse treatment and take responsibility for that action.
- ❖ Rescind consent before recording, film, or image is used.
- ❖ Confidentiality pertaining to your diagnosis, care, and payment plans.
- ❖ Receive information about facility charges for services and available payment plans.
- ❖ Have or make an advance directive that states your wishes about your healthcare.
- ❖ Voice concerns, complaints, or questions about your care that is (or fails to be) furnished.
- ❖ Appropriate assessment and management of pain.
- ❖ Be free from all forms of abuse or harassment.
- ❖ Exercise your rights without being subjected to discrimination or reprisal.

IT IS YOUR RESPONSIBILITY TO:

- ❖ Provide accurate and complete information about matters relating to your health.
- ❖ Follow your treatment plan.
- ❖ Provide the information needed for insurance claims and work with the facility to make payment arrangements.
- ❖ Follow facility rules and regulations, including the “No Smoking” policy.
- ❖ Provide the facility a copy of your written advance directive, if you have one.
- ❖ Be considerate of the rights of other patients, staff, and physicians.
- ❖ Make complaints known so concerns can be addressed.

We strive to meet your needs and to make your stay with us as pleasant as possible. If you should have any complaints, please contact the Clinical Manager at (316)687-0234. If this does not lead to resolution, you may contact The Joint Commission at (800)994-6610 or the Kansas Department of Health and Environment/Health Care Complaints (800)842-0078 or write to 1000 SW Jackson, Suite 300; Topeka, Kansas 66612-1365 or the Medicare Ombudsman at <http://www.cms.hhs.gov/ombudsman/resources.asp>.