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# GASTROINTESTINAL HEALTHCARE AND ENDOSCOPY SUITE

## PATIENT RIGHTS

GastroIntestinal Healthcare and Endoscopy Suite (GIH) is committed to providing comprehensive health care in a manner that acknowledges the uniqueness and dignity of each patient. We encourage patients and families to have clear knowledge of, and to participate in, matters and decisions relating to their medical care. All patients or their representatives will be given a copy of the Patient Rights. This notice will be provided prior to your date of procedure. If this was not provided to you prior to the date of your procedure it is in all likelihood because the referral to our endoscopy center was made on the same day as your procedure and it was medically necessary for you to have the procedure on the same day in this setting.

### ***1. Access to Care***

Patients shall be accorded impartial access to treatment or accommodations as to his or her requests and needs for treatment or services that are within the practice's capacity, availability, its stated mission and applicable law and regulation, regardless of race, creed, sex, gender identification, national origin, religion, disability/handicap, limited English proficiency, or source of payment for care. Reasonable continuity of care will be provided to the patient, including recalls and follow-ups; as well as reasonable request for service, including consultations, evaluations, recalls or follow-ups.

### ***2. Respect, Consideration and Dignity***

Patients shall be treated with respect, dignity and consideration at all times and under all circumstances, with recognition of his or her personal dignity and his or her psychosocial, spiritual and cultural variables that influence the perceptions of illness.

### ***3. Privacy***

Patients shall be provided with appropriate privacy.

### ***4. Confidentiality & Access to Records***

Patient information and records are treated confidentially, and, except when required by law, patients are given the opportunity to approve or refuse their release. Patients also have the right to receive a copy of their medical records.

### ***5. Personal Safety/Accommodations for Disabilities***

The patient has the right to expect reasonable safety in the practice, and to expect a humane treatment environment, free from all forms of abuse or harassment, that provides reasonable protection from harm. Further, patients have the right to expect the availability of provisions to reasonably accommodate disabled individuals.

### ***6. Employee Identity/Right to Know***

The patient, or his or her parent or legally designated representative, has the right to know the identity and professional status of individuals providing services to him or her and to know which physician or other practitioner is primarily responsible for his or her care. This includes the right to know of the existence of any professional relationship among individuals who are treating him or her, as well as the relationship of the practice to any other health care services or educational institution involved in his or her care. Participation by patients in clinical training programs, experimental research or in the gathering of data for research purposes is voluntary.

### ***7. Information Regarding Medical Care***

Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis, including the necessity, appropriateness, risks, benefits and treatment alternatives for all proposed care, surgery, or procedure recommended by their healthcare provider. When 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.

#### ***8. Participation in Decision-making/Consent***

Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons. If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf. If a State court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

The patient, or his or her legally designated representative, has the right to the information necessary to enable him or her, in collaboration with the health care provider, to make treatment decisions involving his or her health care that reflect his or her wishes. To the degree possible, this should be based on a clear, concise explanation of his or her condition and of all proposed technical side effects, problems related to recuperation and probability of success. The patient should not be subjected to any procedure without voluntary, competent and understanding consent by the individual or that of his or her parent or legally designated representative. Where a medically significant need for care or treatment exists, the patient or his or her legally designated representative shall be so informed. The patient has the right to refuse participation in any experimental research.

#### ***9. Accept/Reject Proposed Treatment***

The patient, or his or her parent or legally designated representative, has the right to accept medical care or to refuse treatment to the extent permitted by law, and be informed of the medical consequences of such refusal. When refusal of treatment by the patient or his or her parent or legally designated representative prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.

#### ***10. Transfer of Care***

Patients have the right to change health care providers inside or outside GIH. If the patient is concerned with the care received by their current health care provider, the patient may request to see another health care provider at GIH, with their current healthcare provider's approval. If another health care provider is not available at GIH, the patient may be referred to another facility for treatment.

#### ***11. After Hours Care***

The patient or his or her parent or legally designated representative will be informed of provisions for after-hours and emergency care.

#### ***12. Payment for Services***

The patient has the right to request and receive an itemized and detailed explanation of his or her bill for services rendered. Patients shall be provided with a complete explanation of their financial obligations prior to treatment.

#### ***13. Advance Directives***

You have the right to information on GIH's policy regarding Advance Directives. An Advance Directive is a written instruction, such as a living will or durable power of attorney for healthcare, regarding the provision of health care, when an individual who has issued a directive is incapacitated. In accordance with Federal Law, GIH is notifying you it does NOT honor Advance Directives. In the event of a life-threatening event, emergency medical procedures will be implemented. Patients will be stabilized and transferred to a hospital where the decision to continue or terminate emergency measures can be made by the physician and family.

If the patient or patient's representative wants their Advance Directives to be honored, the patient will be offered care at another facility that will comply with their wishes. An official state Advance Directive Form will

be provided to the patient at his or her request, and can be found on the NC Secretary of State website at: <http://www.secretary.state.nc.us/ahcdr/>

#### ***14. Registering of a Complaint***

Patients may submit a complaint regarding care or service that is (or fails to be) received at GIH verbally or in writing, without fear of retaliation or discrimination. Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.

Complaints can be filed directly to the practice either verbally, in writing or by telephone to the Practice Administrator, Nancy Nicoll O'Neill, GastroIntestinal Healthcare, 2011 Falls Valley Drive, Suite 106, Raleigh, NC 27615. Phone 919-870-1311. The patient may also register a complaint through the Department of Health and Human Services Complaint Hotline: 1-800-624-3004 (within North Carolina) or 919-855-4500 or mail your complaint to Complaint Intake Unit, 2711 Mail Service Center, Raleigh NC 27699-2711. State Website: [www.ncdhhs.gov/dhsr/cio/complaintintake.html](http://www.ncdhhs.gov/dhsr/cio/complaintintake.html). The Accreditation Association for Ambulatory Health Care (AAAHC) will also investigate complaints about a facility that AAAHC has accredited. You can find a list of accredited facilities and the procedures to file a complaint by going to [www.aaahc.org](http://www.aaahc.org). You may also contact AAAHC by telephone at 1-847-853-6060. If Medicare paid for your ambulatory surgery, you can file a complaint with the Medicare Program. Contact information can be found at [http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/DMEPOSCompetitiveBid/Competitive\\_Acquisition\\_Ombudsman.html](http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/DMEPOSCompetitiveBid/Competitive_Acquisition_Ombudsman.html) or [www.medicare.gov](http://www.medicare.gov) or call 1-800-MEDICARE. Office of the Inspector General: <http://oig.hhs.gov>.

#### ***15. Policies and Procedures***

The patient or his or her parent or legally designated representative should be informed of GIH's policies and procedures applicable to his or her conduct as a patient. Patients are entitled to information about the mechanism for the initiation, review and resolution of patient grievances and the address of protective and regulatory agencies.

#### ***16. Credentialing of Health Care Providers & Malpractice Insurance Coverage***

All physicians and other licensed health care professionals who are employed by or contracted with GIH and who provide medical care to GIH patients have been credentialed by GIH, and GIH's contracted health plans pursuant to applicable NCQA standards and GIH policies and procedures. All GIH physicians and nurses (and other licensed personnel) have malpractice insurance coverage.

### ***17. Ownership of GastroIntestinal Healthcare Endoscopy Suite***

GastroIntestinal Healthcare, a subsidiary of GastroIntestinal Healthcare, LLC, is 100% owned and operated by Boris Cvetkovski, MD.

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (888) 877-8353.

**Chinese:** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (888) 877-8353。

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (888) 877-8353.

**French Creole:** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (888) 877-8353.

**French:** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (888) 877-8353.

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (888) 877-8353 번으로 전화해 주십시오.

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.  
Rufnummer: (888) 877-8353.

**Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (888) 877-8353.

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (888) 877-8353.

**Tagalog-Filipino:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (888) 877-8353.

**Polish:** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (888) 877-8353.

**Portuguese:** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (888) 877-8353.

**Japanese:** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。(888) 877-8353まで、お電話にてご連絡ください。

**Hindi:** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (888) 877-8353 पर कॉल करें।

**Punjabi:** ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। (888) 877-8353 'ਤੇ ਕਾਲ ਕਰੋ।

**GastroIntestinal Healthcare (919) 870-1311**