

Patient Rights and Responsibilities

The Endoscopy Center of Colorado Springs, LLC and its medical staff have adopted the following statement of patient rights. This list shall include but not be limited to the patient's right to:

1. Be treated with respect, consideration, and dignity. Care will be provided in a safe environment, free from all forms of abuse or harassment. The patient may exercise these rights without regard to sex, cultural, economic, educational or religious background or the source of payment for care.
2. Informed and easily understood information about their health care plan, treatment, health care professionals, and the facility. Patients that speak another language will be provided interpretation services. Patients that have a physical or mental disability can expect reasonable attempts will be made to communicate in a manner primarily used by the patient.
3. Information about any proposed treatment or procedure in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, any alternate courses of treatment or non-treatment and the risks involved in each.
4. Participate in the development and implementation of their plan of care and actively participate in decisions regarding their medical care, except when such participation is contraindicated for medical reasons. To the extent permitted by law, this includes the right to request and/or refuse treatment. Information from their physician about a patient's illness, course of treatment, (including unanticipated outcomes), and prospects for recovery in terms he/she can understand.
5. Refuse to participate in experimental research.
6. Knowledge of the physician performing his/her procedure and the names of healthcare providers who will provide him/her care. The patient has the right to change his/her provider if another qualified provider is available.
7. Information concerning the credentials of health care professionals, and knowledge of the credentialing process for medical staff. This is available to patients upon request.
8. Information regarding physicians' liability insurance coverage. It is the policy of the ASC for all physicians to carry malpractice insurance.
9. Information regarding the services provided at the ASC.
10. Privacy concerning his/her medical care. Health care professionals will conduct confidential case discussions, consultations, examinations and treatments discretely. The patient has the right to be advised of the reason for the presence of any individual involved in his/her healthcare.
11. Confidential treatment and security of all communications, records and individually identifiable health information pertaining to his/her care and his/her visit to the facility. Except when the law requires, patients have the opportunity to approve or refuse the release of their records.
12. Access to information contained in his/her medical record within a reasonable frame of time, (within 48 hours of request, excluding weekends and holidays), to include information regarding diagnosis, evaluation, treatment and prognosis. If it is medically inadvisable to give such information to the patient, a person designated by the patient, or a legally authorized person shall have access to the patient's information.
13. Know the physician performing the procedure may have financial interest or ownership in this ASC. Disclosure of this information will be in writing and furnished in advance of the date of the procedure in a language and manner the patient, the patient's representative or surrogate understands. The exception to this is if the physician finds the need for the procedure to be done on the same day as scheduled, and then should be completed during the registration/ admission process.
14. Examine and receive the fees for service. Upon request and prior to the initiation of care or treatment, the patient may receive an estimate of the facility charges and payment policies.
15. Understandable marketing or advertising methods used by the facility identifying the competence and skill of the organization. These will be clear and unambiguous to patients or potential patients.
16. Appropriate assessment and management of pain or sudden illness, including emergency services if required.
17. Reasonable continuity of care. The facility does not have after hours or overnight care. The medical staff will arrange transfer of any patient to a hospital if after hours or overnight care is required.
18. Information concerning their diagnosis, evaluation, treatment, and prognosis to the degree known. 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.
19. Know the continuing healthcare requirements and instructions following his/her discharge from the facility. The facility services are not intended for emergency care, therefore all practitioners will direct after hours' care to the closest emergency room.
20. Become informed of his/her rights as a patient when discontinuing care or leaving the facility against his/her physicians advice. The patient may appoint a representative or surrogate to receive this information should he/she so desire.
21. Remain free from seclusion or restraints of any form not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
22. Methods for providing feedback, including complaints/grievances should the patient wish to communicate a concern regarding treatment or care.

23. Information concerning advance directives, including a description of the state health and safety laws, and if requested, official state advance directive forms. Documentation of whether or not the individual has executed an advance directive will be in each patient chart.

ADVANCE DIRECTIVES, LIVING WILL, AND CPR DIRECTIVE:

- You may make out a CPR directive (allows you to refuse resuscitation), advance directive (written instructions concerning your wishes about your medical treatment) or living will (which applies only in cases of terminal illness). If you have advance directives, please bring a copy with you that we may place on your chart.
- In order to comply with the Self-Determination Act (PSDA) and State laws and rules regarding advance directives, we will be asking if you have an advance directive. If you do not, this facility's staff will offer you information on how to make an advance directive.
- Should you suffer a cardiac or respiratory arrest or other life-threatening emergency during or after the procedure, we will attempt resuscitation and transfer you to a higher level of care. Your consent to resuscitation (CPR), medical care, and treatment and transfer to a higher level of care is assumed. The policy of this facility is to not implement any directive to withhold resuscitation on the basis of conscience as permitted by State law. The Center will inform all patients of this policy pre-procedure with their written Notice of Patient Rights given to all patients with their prep instructions. Any person with known advance disease who holds advanced directive wishing no resuscitation will be directed to a facility of their choice that will follow their DNR directive.
- Colorado web site: www.ColoradoAdvanceDirectives.com

MEDICAL DURABLE POWER OF ATTORNEY:

- In cases of an adult without decision-making capacity or a minor, the person having legal responsibilities to make decisions regarding medical care on behalf of the patient shall exercise these rights and responsibilities. Minors capable of participating in treatment decisions shall be involved in these decisions along with the parent(s), guardian(s), or surrogate decision-maker. A medical durable power of attorney can cover more health care decisions than a living will does and is not limited to terminal illness.
- Allows you to name an agent or surrogate who can make decisions for you.

PATIENT RESPONSIBILITIES:

The care a patient receives depends partially on the patient. Therefore, in addition to rights listed above, a patient has certain responsibilities as well.

- The patient has the responsibility to provide accurate and complete health information including present complaints, past illnesses, hospitalizations, any medication taken (including over-the-counter medications and dietary supplements), any allergies or sensitivities, and other matters relating to his or her health.
- The patient is responsible for reporting perceived risks in their care and unexpected changes in their condition to their responsible practitioner.
- The patient is responsible for participating in and following the agreed-upon treatment plan established by his or her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- The patient is responsible to provide transportation home and to provide a responsible adult for at home care.
- The patient is responsible for his or her actions, for keeping appointments and for notifying the facility or physician should he or she refuse treatment or decide not to follow his or her physician's orders.
- The patient is responsible for providing his/her healthcare insurance information, and for assuring that the financial obligations of his or her care are fulfilled as promptly as possible.
- The patient is responsible for the consequences if he/she refuses treatment or does not follow his/her physician's orders.
- The patient is responsible for following facility policies and procedures.
- The patient is responsible for being considerate and respectful of the rights of other patients, visitors, and facility personnel.
- The patient is responsible for being respectful of his or her personal property and that of other persons in the facility.

DISCLOSURE OF OWNERSHIP:

- Endoscopy Center of Colorado Springs is an AAAHC accredited freestanding ambulatory surgical center partially owned by some of the Physicians of Associates in Gastroenterology. The following physicians have an ownership interest in this facility: Drs. Lunt, Garza, Kavanaugh, Baker, Swendsen, O'Shea. These procedures are performed at hospitals and other outpatient facilities in this community. You have the right to choose where to receive services, including a facility where your physician does or does not have an ownership interest.

HOW TO FILE A GRIEVANCE/COMPLAINT:

- If you have a concern, problem, or complaint related to any aspect of the provision of your care, speak to your doctor, nurse, or other staff member. Or you may contact the Endoscopy Center of Colorado Springs Center Director:
- David Rohleder, RN (Ph. 719-785-3503) 2940 N. Circle Dr. Colo. Springs, CO 80909
- If facility staff have not resolved the problem, you may contact the Colorado State Department of Health by mail or phone or online. You may call the toll-free number at 1-800-886-7689 (ttd line for hearing impaired: 303-691-7700) or you may file a complaint on line at <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html> or in writing / send it to: Colorado State Department of Health and Environment 4300 Cherry Creek Drive South Denver, Colorado 80246-1530 www.cdphe.state.co.us Or contact the appropriate oversight board at the Department of Regulatory Agencies (DORA) on line at www.dora.colorado.gov/professions, by phone (800)886-7675, or in writing at Colorado Department of Regulatory Agency, 1560 Broadway suite 1300, Denver, CO 80202