

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

While you're a patient in our facility, you should expect and have the right to...

- ❖ Be treated with courtesy and respect of your dignity, personal values, beliefs, spiritual, psycho-social and cultural needs at all times.
- ❖ Be provided with appropriate privacy in all aspects of your care, including physical, verbal and written interactions and communications.
- ❖ Personal privacy concerning your own medical care program. Case discussion, consultation, examination, treatment, and medical records are considered confidential and shall be handled discreetly.
- ❖ Have and provide advanced directives; or if legally competent, appoint a legal representative or surrogate, in accordance with State law, to exercise your rights on your behalf in the event you, the patient, becomes physically unresponsive or mentally incapacitated
- ❖ At any time, you or your legally appointed representative or surrogate, may request a copy of Sullivan Digestive Center's Notice of Privacy Practices, which outlines: 1) restrictions to disclosure of your medical record; 2) an accounting of disclosures; and 3) an amendment to, inspection and/or copy of your medical record.
- ❖ Receive care in a safe setting that is free from all forms of abuse, neglect, or harassment.
- ❖ Be given the name and credentials of your attending practitioners, all other practitioners directly participating in your care, and the names and titles of all ancillary staff directly contacted. You also have the right to change your provider if other qualified providers are available.
- ❖ Be provided in writing the names of those with financial interest and/or ownership in this facility
- ❖ Be free from discrimination or reprisal, and access medical care and treatment regardless of age, race, color, ethnicity/national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression.
- ❖ You, and/or your legally appointed representative or surrogate, have the right to be informed of your rights and responsibilities as a patient receiving health care in our facility, as well as expectations of patient conduct.
- ❖ You, and/or your legally appointed representative or surrogate, have the right to be informed of Sullivan Digestive Center's policies and practices that relate to your care, treatment and responsibilities
- ❖ You, and/or your legally appointed representative or surrogate, have the right to receive full information, in layman's terms, concerning diagnosis, evaluation, treatment and prognosis, including information about procedures and expected outcomes; alternative treatments and possible complications, before the procedure is performed. When it is not medically advisable to give the information to the patient, the information shall be given on their behalf to the person designated by the patient or to a legally authorized person
- ❖ You, and/or your legally appointed representative or surrogate, have the right to receive information provided in a manner tailored to meet your needs with respect to age, language, ability to understand, vision, speech or hearing impairment, or other cognitive impairments.
- ❖ Participate in decisions involving your health care, make informed decisions about plan of care prior to and during the course of treatment.
- ❖ Refuse a recommended treatment plan, medication, or procedure except when such participation is legally or medically contraindicated.
- ❖ Be informed of the risk and consequences of refusing medical care.
- ❖ Consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. Declining to participate will still entitle you to the most effective care that Sullivan Digestive Center can otherwise provide.
- ❖ Expect that the staff and providers of Sullivan Digestive Center will provide necessary and competent health care services to the best of their ability and capability during their hours of operation.
- ❖ Know that after-hours or emergent care shall be accessible 24-7 via on-call provider and Indian Path Medical Center Emergency Dept.
- ❖ Expect emergency procedures to be implemented without unnecessary delay, however in the event more acute care becomes necessary, an emergency transfer may be recommended. Prior to transfer, the responsible person shall be notified, as well as, the hospital and receiving physician to which the patient's care is to be transferred.
- ❖ Know what patient support services are available including support groups, referrals and financial services.
- ❖ Receive in writing, upon request and prior to treatment, a good faith estimate of all costs associated with your planned procedure, available payment plans and all financial policies. Receive, upon request, a copy of an itemized bill and an explanation of your charges.

While you're a patient at Sullivan Digestive Center, it's your responsibility to:

- ❖ Provide accurate and complete information regarding your health to the best of your knowledge, including past illnesses, hospitalizations, prescription medications, over-the-counter medications, dietary supplements such as vitamins and herbal medications, allergies or negative reactions experienced with medication in the past, and any other matters related to your health care status.
- ❖ Participate effectively in the decision-making process and accept responsibility for requesting additional information or clarification about your health status, treatment, medications, or plan of care when you don't fully understand.
- ❖ Effectively communicate to providers & support staff concerns or unexpected changes in your condition, so they can be immediately addressed.
- ❖ Keep appointments or telephone the Center in a timely manner when you cannot keep a scheduled appointment.
- ❖ Inform your caregiver(s) if you anticipate any problems in following the prescribed treatment or keeping your appointments.
- ❖ Understand that you're responsible for your outcome if you choose not to follow your physician's recommendations and that there may be health-related consequences for your personal decisions and lifestyle.
- ❖ Identify someone who can take charge of your care if at any time you become unable to speak for yourself. This can be a family member or friend who, in such a case, will become your health care surrogate.
- ❖ Provide a responsible adult to transport, or accompany you in transport, to your home and provide 24 hr post-procedure care if necessary.
- ❖ Identify those individuals who are authorized to receive reports and test results. No information will be given to anyone who has not been authorized to receive information unless it is necessary for continued or emergency care by another provider.
- ❖ Provide a copy of your Advance Directive, if you have one, to your caregiver.
- ❖ Follow instructions, policies and rules of Sullivan Digestive Center to support quality care for patients and a safe environment for everyone.
- ❖ Support mutual consideration and respect by maintaining civil language and conduct in interactions with caregivers and other staff.
- ❖ Accept personal financial responsibility for any charges not covered by your insurance and ask any questions you have regarding your bill.
- ❖ Meet your financial commitment by providing the necessary information for insurance claims, and work with Sullivan Digestive Center to make arrangements for payment when necessary.

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