NOVA INNOVATIVE GASTROENTEROLOGY, PLCC
PATIENT RIGHTS

It is recognized that a personal relationship between the physician and the patient is essential for the provision of proper medical care. The traditional physician-patient relationship takes a new dimension when care is rendered within an organizational structure. Legal precedent has established that the facility itself also has a responsibility to the patient. It is in recognition of these factors that these rights are affirmed. • Considerate and respectful health care. • Receive notice of their rights prior to the surgical procedure. • Obtain from his/her physician complete current information concerning his/her 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 should be made available to an appropriate person in his/her behalf. He/she has the right to know, by name, the physician responsible for coordinating his/her care. • To participate in decisions involved in his/her care and to receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to know the name of the person responsible for the procedures and/or treatment. • To refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her action. • To every consideration of his/her privacy concerning his/her medical care program at check-in and in evaluation and treatment areas. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in his/her care must have permission from the patient to be present. • To expect that all communications and records pertaining to his/her care, including financial records, should be treated as confidential and not released without written authorization by the patient. • To expect that within its capacity, this ambulatory surgery facility must provide evaluation, and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer. • To obtain information as to any relationship of this facility to other health care and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, which is treating him/her. • To be advised if this ambulatory surgery facility proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects. • To expect reasonable continuity of care. • To examine and receive an explanation of his/her bill regardless of the source of payment and to be informed regarding the fees for procedures performed at the facility. • To know what facility rules and regulations apply to his/her conduct as a patient. • To be informed of methods for providing feedback, including complaints. • To request information about the grievance process at the center. • To be free from chemical, physical and psychological abuse or neglect • Right to change provider if other qualified providers are available. • Patient Interpretation services are available upon request. • Patients have the right to have an appropriate assessment and management of pain. • To request information about the practice/Physician’s fees, services and payment policies.

PATIENT RIGHTS

• Patients have the right of self-determination, which encompasses the right to make choices regarding life-sustaining treatment or care. It is the policy of NOVA Innovative Gastroenterology, PLLC that regardless of the contents of any advanced directive or instructions from a health care surrogate or attorney in fact, that if an adverse event occurs during your treatment at this facility, that our personnel will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatment or withdrawal of treatment measures already begun, will be ordered in accordance with your wishes, advance directive, or health care power of attorney. Patients have the right to schedule procedures at an alternative facility.

PATIENT RESPONSIBILITIES

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain RESPONSIBILITIES as well. These responsibilities shall be presented to the patient in the spirit of mutual trust and respect. • The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past medical history and other matters relating to his/her health any medications taken, including over-the-counter products and dietary supplements and any allergies or sensitivities. • The patient is responsible to inform his/her provider about any living will, power of attorney, or other directive that could affect his/her care. • The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her. • The patient is responsible for following the agreed-upon treatment plan established by his/her physician, including the instructions of nurses and other health professionals, as they carry out the physician's orders. • The patient is responsible for keeping appointments and for notifying NOVA Innovative Gastroenterology, PLLC or physician when he/she is unable to do so. • The patient is responsible for his/her actions should he refuse treatment or not follow his/her physician's orders. • The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible. • The patient is responsible for following facility policies and procedures. • The patient is responsible for being considerate of the rights of other patients and facility personnel. • The patient is responsible for being respectful of his/her personal property and that of other persons in the facility including all health care professionals and staff, patients and visitors. • Provide a responsible adult to transport him/her home from the facility and remain with him/her as required by his/her provider or as indicated on the discharge instructions. If you have concerns regarding patient rights — we encourage you, the patient, to talk with your health care team.