

PATIENT'S BILL OF RIGHTS

Every patient has the right to be treated as an individual with his rights respected. We want to assure that the rights of all patients coming to the Center are respected without regard to sex, culture, economic status, education handicap, race, color, age, or religious background.

Patient Rights:

- To receive treatment without discrimination as to race, color, religion, sex, national origin, disability, or source of payment.
- To receive consideration and respectful care from competent personnel in a clean and safe environment. To be free from mental, physical, sexual and verbal abuse, neglect, and exploitation and free from use of unnecessary restraints. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel.
- To understand the indications for the procedure. To receive all the information they need to give informed consent for any procedure, including the possible risks and benefits of the procedure.
- To receive complete information regarding diagnosis, planned treatment and prognosis, as well as alternative treatments/procedures and the possible risks/side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.
- To participate in all decisions involving health care, except when such participation is contra-indicated for medical reasons.
- To refuse treatment in accordance with laws and regulations and to be told what affects this may have on their health.
- To change their provider to another available provider.
- To assure safe use of equipment by trained personnel.
- To be provided privacy, confidentiality and integrity of all information and records regarding their care.
- To be provided privacy, safety and security of self and belongings during the delivery of patient care service.
- To have the right to access information contained in their medical record. To approve or refuse the release of their medical records except when it is required by law and to ask for an accounting of such.
- To be aware of fees for service and the billing process.
- To complain without fear of reprisals about the care and services that they are receiving.
- Has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.
- To be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- The right to appropriate assessment and management of pain.
- The right to continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
- To be informed if the facility has authorized other healthcare and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and functions of this institution and to refuse to allow their participation in the patient's treatment.
- To request and receive information pertaining to Advanced Directives and the center's policies on honoring Advanced Directives.
- To be assured that in the event of needed long-term care; this organization will provide the mechanisms to help advance the development of continuing quality care for those patients who require it.

Patient Responsibilities:

- To provide accurate past and present medical history present complaints, past illnesses, hospitalizations, surgeries, existence of advance directives, medication and other pertinent data.
- For asking questions when they do not understand something regarding their care or treatment.
- For assuring that the financial obligations for health care rendered are paid in a timely manner.
- For their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or Center employee.
- For keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify the Center as soon as possible.
- For the disposition of their valuables, as the Center does not assume this responsibility.
- For showing respect and consideration to other people and property.
- Patients are responsible for Arranging Transportation to and from the facility by a responsible adult.
- To assure there are no children left unattended in the facility at any time.

The Center regards the doctor-patient relationship to be sacred requiring trust, mutual respect, and confidentiality. To that end, if you have any comment, grievance or complaint regarding the care you received by this facility or a physician or employee of this facility, please voice your concern by letter or telephone call to:

Kim Wilson, RN (Center Director)
Ambulatory Endoscopy Center of Maryland
7350 Van Dusen Road Suite 230
Laurel, Maryland 20707
301-498-5500 ext. 117

Office of Health Care Quality

Department of Health and Mental Hygiene
Spring Grove Hospital Center
Bland Bryant Building
55 Wade Avenue
Catonsville, Maryland 21228
Contact: Barbara Fagan
Phone Number: (410) 402-8000
Toll-free: 1-800-492-6005
Email: ohcqweb@dhmh.state.md.us

State website -<http://www.dhmh.maryland.gov/>

Sites for address and phone numbers of regulatory agencies:

Medicare Ombudsman website
www.medicare.gov/Ombudsman/resources.asp

The Center will not discriminate or use any concern or reprisal against you for taking action to solve a problem or voice a concern.