

Eastside Endoscopy Center Rights of Patients

The following list of patient rights is not intended to be all inclusive. Patients receiving care at our center have a right to:

- Be treated with respect, consideration and dignity.
- Exercise these rights and treated without regard to gender, race, disability, cultural, economic, educational or religious background and without fear of discrimination or reprisal.
- Be treated in a safe environment that is free of all forms of abuse or harassment.
- Quality care & services delivered pursuant to high professional standards.
- Access communication aids (i.e., interpreters, sign language, etc.) where possible.
- Be provided appropriate privacy and confidentiality concerning their medical care - the patient has the right to be advised as to the reason for the presence of any individual directly involved or observing their care
- Voice grievances regarding treatment or care that is (or fails to be) furnished
- Have their questions, concerns or complaints addressed in good faith.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Provisions for after-hour and emergency care.
- Change their provider if other qualified providers are available.
- Refuse to participate in experimental research.
- Access necessary surgical and/or procedural interventions that are medically indicated.
- Obtain any information they need to give informed consent before any treatment or procedure.
- Be provided, to the degree known, complete and timely information concerning their diagnosis, evaluation, treatment and prognosis. 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.
- Make choices and decisions regarding their medical care to the extent permitted by law - this includes the right to refuse treatment
- Formulate advance directives and appoint a surrogate to make health care decisions on their behalf to the extent permitted by law. The provision of the patient's care shall not be conditioned on the existence of an advance directive. (please see the center's policy on advanced directives below)

- Have their disclosures and records treated confidentially, and given the opportunity to approve or refuse their release, except when release is required by law.
- Receive, on request, and at a reasonable fee, a copy of their medical record
- Know the services available at the organization.
- Know the facility fees for services.
- Request an itemized statement of all services provided to them through the facility, along with the right to be informed of the payment methodology utilized.
- At their own expense, to consult with another physician or specialist if other qualified physicians are requested and available.
- Be informed of patient conduct and responsibilities rules.
- Know the identity, professional status, institutional affiliation and credentials of health care professionals providing their care, and be assured these individuals have been appropriately credentialed according to the policies of the center.
- Be provided with appropriate information regarding the absence of malpractice insurance coverage.
- Be informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.

Patient Responsibilities

The care a patient receives depends partially on the patient. Therefore, in addition to these rights, a patient has certain responsibilities that are presented to the patient in the spirit of mutual trust and respect. Patient Responsibilities require the patient to:

- Follow Directions – The patient is responsible for following any directions given pre-procedure & any written instructions given at discharge.
- Ask Questions – the patient is encouraged to ask all questions of the physician & staff in order that they have full knowledge of the procedure & after care.
- Follow the treatment plan prescribed by his/her provider, & follow the policies & procedures of the facility.
- Keep appointments and notify surgery center or physician when unable to do so.
- Be respectful of all the health care providers and staff, as well as other patients.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Accept responsibility for his/her actions should he/she refuse treatment or not follow his/her physician's orders

- Provide complete & accurate information & accept personal financial responsibility for any charges not covered by his/her insurance.

Patient Guardian

The patient's guardian, next of kin, or legally authorized responsible person has the right to exercise the rights delineated on the patient's behalf, to the extent permitted by law, if the patient:

- has been adjudicated incompetent in accordance with the law.
- has designated a legal representative to act on their behalf.
- is a minor.

Physician Participation

This is to inform you that your physician might have a financial interest or ownership in this center. The following are physicians who have a direct or indirect ownership interest of 5 percent or more:

Raj Butani, MD	(NPI 1285695221)
Kalle Kang, MD	(NPI 1780626630)
Sang Kim, MD	(NPI 1225070170)
Venkatachala Mohan, MD	(NPI 1194704106)
Georgia Rees Lui, MD	(NPI 1972540227)
Roanne Selinger, MD	(NPI 1003895012)
Shie Pon Tzung, MD	(NPI 1023096252)
George Winters, III, MD	(NPI 1104891910)
Robert Wohlman, MD	(NPI 1265412019)

Advance Directives

In accordance with Washington State law, this center must inform you that we are not required to honor and do not honor DNR directives. A healthcare power of attorney will be honored.

If a patient should provide his/her advance directive a copy will be placed on the patient's medical record and transferred with the patient should a hospital transfer be ordered by his/her physician.

At all times the patient or his/her representative will be able to obtain any information they need to give informed consent before any treatment or procedure.

In order to assure that the community is served by this facility, information concerning advance directives is available at the facility. While the state of Washington does not have required a specific form for an advanced directive, sample forms are available at the center's office. To obtain this form and information, please call (425) 451-7335.

Patient Rights Notification

Each patient at the center will be notified of their rights in the following manner:

- A written notice provided in advance of the day of their surgery in a language and manner the patient understands.
- A verbal notice provided in advance of the day of their surgery in a language and manner the patient understands.
- A posted notice visible by patients and families waiting for treatment.

Patient Grievances

The patient and family are encouraged to help the facility improve its understanding of the patient's environment by providing feedback, suggestions, comments and/or complaints regarding the service needs, and expectations.

A complaint or grievance should be registered by contacting the center and/or a patient advocate at the Washington State Department of Health or Medicare (numbers provided in this flyer). The surgery center will respond in writing with notice of how the grievance has been addressed.

Contacts: Eastside Endoscopy Center
Michelle Steele, BSN, CGRN
Nurse Administrator
1135 116th Ave NE Suite 570
Bellevue, WA 98004
(425) 451-7335

Washington State Department of Health
Hotline: (800) 525-0127

Medicare Beneficiary Ombudsman
1-800-MEDICARE
(1-800-633-4227)

www.medicare.gov/Ombudsman/resources.asp