



## LAKESIDE ENDOSCOPY CENTER

### PATIENT RIGHTS & RESPONSIBILITIES

As a patient at this surgery center, you and your legal representative or surrogate can expect the following:

1. Patients are treated with respect, consideration, dignity and provided safe care by competent personnel without discrimination.
2. Patients are informed of patient rights during the admission process.
3. Patients are provided appropriate privacy.
4. Patient disclosures and records are treated confidentially, except when required by law, and patients are given the opportunity to approve or refuse their release.
5. Patients are free from abuse, neglect and exploitation.
6. Patients are given access to the information contained in his/her medical record within a reasonable time period when requested.
7. Patients are informed both of their right to formulate an Advance Directive at the time of admission and the facility's policy regarding Advanced Directives.
8. Patients are informed in advance about care, treatment and associated risks.
9. Patients are given information necessary to make informed decisions regarding their care and treatment. When it is medically inadvisable to give information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
10. Patients are provided information about treatment alternatives and will be advised of the risks, advantages and disadvantages of each.
11. Patients have the right to refuse care, treatment and services and to be informed of the medical consequences of refusal of care.
12. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
13. Patients have the right to refuse to participate in experimental research
14. Patients have the right to know, in advance, the type and expected cost of treatment.
15. Patients have the right to be informed of the professional rules, laws and ethics that govern the organization and its employees.
16. Patients, families, and /or legal representative or surrogates have the right to effective communication in a manner they can understand. The Center will take reasonable steps, free of charge to the patient, to provide access to tools and services to provide effective

communication. These include, but are not limited to, interpreters, large print paperwork, and selected transcribed documents.

17. Patients will receive services without discrimination based upon race, color, religion, gender, national origin, or payer. Health clinics are not required to provide uncompensated or free care and treatment unless otherwise required by law.
18. Patients, families, and /or and legal representatives or surrogates have the right to express grievances and suggestions to the organization without discrimination or reprisal and have those complaints and grievances addressed with in a timely manner.

As a patient of this surgery center, we expect that you will do the following:

1. To provide the health care providers with information about any past illnesses, hospitalizations, mediations, and other health matters and provide accurate and complete information about matters regarding their health.
2. To ask questions if they do not understand instructions or explanations given by the health care providers and/or staff. If they do not understand, continue to ask questions.
3. To be certain they are receiving the right treatments and medications
4. To educate themselves about their diagnosis, medical tests, and treatment plan.
5. To ask a trusted family member or friend to be an advocate
6. To know what medications they take and why they take them
7. To participate in decisions about their treatment
8. To keep appointments as scheduled and to telephone the offices in case of cancellation.
9. To follow health care providers instructions and plan of treatment.
10. To make payments for services rendered if a balance remains after insurance pays.
11. To discuss with their physicians the consequences of refusing treatment or not adhering to a plan of treatment or leaving Against Medical Advice.
12. To refuse to participate in experimental research, if they so choose.
13. To refuse to allow care from a student or trainee, if they so choose.