

PATIENT RIGHTS

As a patient of the endoscopy center, you have the right to receive the following information in advance of the date of the procedure.

PATIENT'S BILL OF RIGHTS

Every patient has the right to be treated as an individual with his/her rights respected. The facility and medical staff have adopted the following list of patient's rights:

- To receive respectful treatment and the best care possible consistent with the mission and capabilities of the Endoscopy Center
- To obtain information about the services you will receive, including the names of your physician and the medical staff caring for you.
- To participate in decisions regarding your care and to refuse treatment.
- To have all communications and records pertaining to your care treated confidentially.
- To obtain information in advance about any medical research that you might participate in.
- To examine and receive an explanation of your bill and fees for specific services provided in the Center regardless of the source of payment.
- To receive information from your physician or his designee regarding your discharge and follow up care and activities.
- To be informed of the grievance procedure.
- To have the right to contact the Colorado Department of Public Health and Environment at (303) 692-2800 or 1-800-886-7689 or address is 4300 E. Cherry Creek S. Drive, Denver, CO, the Dept of Regulatory Agencies (DORA) at www.dora.state.co.us, the Centers for Medicare and Medicaid Services at www.CMS.gov or the Medicare Ombudsman at www.cms.hhs.gov/center/ombudsman to report dissatisfaction with care received at this Center.

As a patient you have the following responsibilities:

- To provide accurate and timely information about health care status, including medications and past medical history.
- To cooperate with your physician and the center staff by following policies and procedures of the center and staff directions, by asking questions if instructions are unclear and by informing the center should you choose to refuse treatment.
- To be considerate of other patients in the center and to direct any accompanied persons to act in a similar manner.
- To promptly pay for services rendered consistent with your current health plan.
- If you need a translator, let us know and we will provide one for you. If you have someone who can translate confidential, medical and financial information for you, please make the arrangements for them to accompany you on your procedure date.