

SOUTH SHORE ENDOSCOPY CENTER

659 Washington Street

Braintree, MA 02184

Dear Patient:

New Federal regulations have instituted an informational program for all patients planning to have surgery or a procedure in an Ambulatory Surgery Center.

Enclosed please find the following information that you need to read and be aware of before your procedure:

- Patient Rights and Responsibilities
- Advance Directive Information

Also, please be aware that we will require you to sign a form the day of your procedure verifying that you received this information in writing.

Your physician's office may have also given you this information and had you sign a form in his/her office; if so, you can disregard the written information enclosed.

Please do not hesitate to contact the center with any questions or concerns that you have regarding the attached information before your scheduled procedure.

Sincerely,

South Shore Endoscopy Center, Inc.

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ADVANCE DIRECTIVES

The South Shore Endoscopy Center does elective, day procedures.

Patient will be informed of their rights to formulate an Advanced Directive and that they are not required to have an Advance Directive to receive treatment at this facility. In the event of a life threatening situation, advanced cardiac life support, CPR and basic life support will be instituted in every instance and the patient will be transported to a hospital.

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Patient Grievance Process

If any individual has a concern and/or safety issue with the South Shore Endoscopy Center:

- The patient has the right to register a complaint against South Shore Endoscopy Center, Inc. in writing or by calling 781-849-9577.
- The patient should provide the specific nature of the complaint and the name and address of the person making the complaint.
- If the complaint is not resolved to the patient's satisfaction, he/she has the right to file a grievance with the Massachusetts Division of Health Care Quality concerning the physician, staff, and or treatment received while a patient at South Shore Endoscopy Center, Inc.
- The patient can call or contact the Massachusetts Division of Health Care Quality at 99 Chauncey Street, Boston, MA 02111, telephone number 1-800-462-5540
- The patient can call the Office of the Medicare Beneficiary Ombudsman at 1-800-252-5533 or review the website at <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>.

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South Shore Endoscopy Center is a facility owned by:

Harbor Medical Associates, Inc

Brigham & Women's Physician Organization

781-849-8577

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Patient Attestation of receipt of Information for CMS Regulations

I have received information in the language I understand and given the opportunity to ask questions about:

1. _____ **Advance Directives**
2. _____ **My Rights and Responsibilities**
3. _____ **Ownership of the South Shore Endoscopy Center**
4. _____ **Grievances Process**

Patient Name: _____ DOB: _____

Patient/Guardian Representative Signature: _____

Date: _____