

South Shore Endoscopy Center

PATIENT RIGHTS AND RESPONSIBILITIES

South Shore Endoscopy Center has adopted the following rights and responsibilities of patients as we partner in health care.

PATIENTS HAVE A RIGHT

- *To* be treated with courtesy, respect, and consideration with appreciation of his or her individual dignity and with protection and provision of personal privacy as appropriate
- *To* an environment that is respectful, safe and secure for self/person and property without being subjected to discrimination or reprisal
- *To* know the patient has the right to be free from all forms abuse or harassment.
- *To* confidentiality of information gathered during treatment
- *To* prompt and reasonable response to questions and requests
- *To* know who is providing and is responsible for his or her care
- *To* know what patient support services are available, including whether an interpreter is available if he or she does not speak English
- *To* know what rules and regulations apply to his or her conduct
- *To* be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- *To* refuse treatment, except as otherwise provided by law
- *To* know if the patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.
- *To* know if a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with state law may exercise the patient rights to the extent allowed by state law.
- *To* be given, upon request, full information, and necessary counseling on the availability of financial resources for his or her care
- *To* know upon request and in advance of treatment, whether the health care provider or health care Facility accepts Advance Directives
- *To* receive upon request, prior to treatment, a reasonable estimate of charges for medical care
- *To* receive a copy of reasonably clear and understandable, itemized bill and, upon request, to have charges explained
- *To* receive impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment
- *To* change their healthcare provider if other qualified providers are available
- *To* receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment
- *To* know if medical treatment is for purposes of experimental/research and to give his or her consent or refusal to participate in such experimental research
- *To* make informed decisions regarding his or her care
- *To* be fully informed about a treatment or procedure and the expected outcome before it is performed
- *To* approve or refuse the release of confidential disclosures and records, except when release is required by law
- *To* express grievances regarding any violation of his or her rights, through the grievance procedure of the health care provider which served him or her telephone at 781-849-9577 or write a letter to attention Director of South Shore Endoscopy Center, 659 Washington Street, Braintree, MA 02184. To contact the Massachusetts Division of Health Care Quality, Call 1-800-462-5540. **The Office of the Medicare Ombudsman website is <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>**
- *To* participate in all aspects of health care decisions, unless contraindicated for medical reasons

- To appropriate assessment and management of pain
- To voice grievance regarding treatment of care that is or fails to be furnished

PATIENTS HAVE RESPONSIBILITY

- For providing to the health care provider, to the best of her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications including over-the-counter products and other dietary supplements, allergies and sensitivities and other matters relating to his or her health.
- For having the responsibility to behave respectfully toward all health care professionals and staff, as well as other patients and visitors.
- For having a responsible adult to provide transportation home and to remain with him/her as directed by the provider or as indicated on discharge instructions
- For reporting unexpected changes in his or her condition to the health care providers
- For reporting to the healthcare provider whether he or she comprehends a contemplated course of action and what is expected of him or her
- For following the treatment plan prescribed/recommended by the health care provider and participate in his or her care
- For keeping appointments and when he or she is unable to do so for any reason, for notifying the Facility
- For his or her actions if he or she refuses treatment or does not follow the health care provider's instructions
- For assuring that the financial obligation of his or her health care are fulfilled as promptly as possible
- For accepting personal financial responsibility for any charges not covered by his or her insurance
- For following facility rules and regulations affecting patient care and conduct
- For consideration and respect of facility, health care professionals and staff, other patients and property
- For informing his or her provider of any living will, medical power of attorney or other directive that could care

ALL PATIENTS SHALL BE OFFERED A COPY OF THE PATIENT RIGHTS OR HAVE IT READ TO THEM.