

Salt Lake Endoscopy Center

Patient Rights Policy

Each patient at this facility will be treated as an individual with dignity and respect. Each patient may exercise his/her rights without being subject to discrimination or reprisal due to sex, culture, economic status, education, religious beliefs, or the source of payment for his/her care.

Each patient will be notified of his/her rights in the following manner:

- A written notice will be provided in advance of the day of their procedure in a language and manner that the patient or the patient's representative understands.
- A verbal notice will be provided in advance of the day of their procedure in a language and manner the patient or the patient's representative understands.
- A notice will be posted visible to patients and families waiting for treatment.

Patient Rights

- Right to be treated with consideration, respect, and full recognition of personal dignity and individuality, including privacy in treatment and for personal needs.
- Right to be free from all forms of abuse or harassment.
- Right to receive care in a safe setting.
- Right to every consideration of privacy in accordance with HIPPA requirements concerning his/her medical care.
- Right to knowledge of the physician's name who has primary responsibility for coordinating his/her care as well as the name and profession of all other staff members involved in their care.
- Right to receive information from his/her physician regarding diagnosis, treatment and prognosis and to participate in care decisions.
- Right to receive from his/her physician information necessary to give informed consent, potential complications, and outcome prior to the start of any treatment and/or procedure.
- Right to refuse treatment to the extent permitted by law and be informed of the medical consequences of refusal.
- Right to expect that all communication and records pertaining to his/her care be treated as confidential and to refuse release to any individual outside the facility, except in the case of transfer to another facility, or as required by law or third party payment contract.
- Right to be advised as to the reason for the presence of any individual and to refuse the presence of that individual.
- Right to be informed prior to, at the time of admission, and during his/her stay of services available in the facility and of any expected charges for which the patient will be liable.
- Right to examine and receive an explanation of their surgical center bill regardless of source of payment. Billing questions or complaints may be directed to 801-355-2988.
- Right to be advised if the surgical center plans to engage in or perform human experimentation affecting his/her care or treatment and to refuse to participate in such research projects.
- Right to expect reasonable continuity of care and that clinical decision-making is without regard to business relationship with other providers.
- Right to expect a quick response to reports of pain.
- Right to have a person appointed under state law that can exercise patient's rights if he/she is adjudged incompetent. If patient is competent, rights may be exercised by any legal representative designated by the patient in accordance with state law.
- Right of patient and/or his/her surrogate to participate in the consideration of ethical issues that may arise and the continuing healthcare requirements following patient discharge from Salt Lake Endoscopy Center.

Patient Responsibilities Include the Following:

- Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies to medications, and other health conditions.
- Patients have the responsibility to follow the treatment plan recommended by their practitioner, including following instructions of nurses and other healthcare personnel as they carry out the plan of care and implement the practitioner's orders and enforcement of the surgical center rules and regulations.
- Patients are responsible for their own actions if he/she refuses treatment or do not follow the practitioner's instructions.
- Patients are responsible for assuring that the financial obligations of their healthcare are fulfilled as promptly as possible and for being knowledgeable about their health plans.
- Patients are responsible for being considerate of the rights of other patients and healthcare personnel.
- Patients are responsible for respecting the property of Salt Lake Endoscopy and of other people within the facility.
- Patients are responsible for following Salt Lake Endoscopy's rules and regulations affecting patient care and conduct.

Patient Guardian

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

- Has been judged incompetent in accordance with the law.
- Has designated a legal representative to act on his/her behalf.
- Is a minor.

Patient Grievances

Salt Lake Endoscopy Center encourages the patient and their family to help the facility with improving its understanding of the patient’s needs and environment by providing feedback, suggestions, comments and/or complaints about the service needs, safety, and expectations of the patient. A survey is sent home with every patient after every procedure for the patient to provide this feedback. The patient may also e-mail the Director of Nursing about any issues that may arise at nursingdirector.at.SLEC@hotmail.com. A grievance report will be responded to with a written notice of how the grievance has been addressed. In addition, the following contact information for the Utah Department of State Health Services, Joint Commission, and Medicare are provided for your convenience.

Contacts:

Director of Nursing
24 South 1100 East, Suite #103
Salt Lake City, UT 84102
801-355-2987
nursingdirector.at.SLEC@hotmail.com

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
630-792-5636 (fax)
complaint@jointcommission.org

Department of Health
Bureau of Health Facility Licensing
Certification and Resident Assessment
P.O. Box 144103
Salt Lake City, UT 84114-4103
801-538-6158

Medicare Beneficiary Ombudsman
1-800-Medicare (1-800-633-4227)
www.medicare.gov

Advance Directive (Living Will)

- In accordance with Utah law, this center is not required to honor and does not honor DNR directives. A healthcare power of attorney will be honored.
- If an advance directive is provided a copy will be placed in the patient’s medical record and transferred with the patient should a hospital transfer be ordered by his/her physician.
- The patient or his/her representative will be able to obtain any information they need to give informed consent before any treatment or procedure.
- Information concerning advance directives is available at this facility. Sample forms are available at the center’s office. To obtain this form and information please call 801-355-2987.

Financial Interest

This is to inform you that your physician may have a financial interest or ownership in Salt Lake Endoscopy Center. The following are participants who have a direct ownership interest:

Physician:

Stewart Ellington, MD 24 South 1100 East #103, Salt Lake City, UT 84102

Kenneth Buchi, MD 3584 West 9000 South #300, West Jordan, UT 84088

Please sign to verify that you have received a copy of your Patient’s Rights.

Patient Signature: _____ **Date:** _____