

Carolinas Gastroenterology Centers-MCP and Ballantyne Patient Rights

The patient will be accorded impartial access to available medical treatment regardless of race, creed, national origin, religion, sex, age or handicap. The patient will have access to the interpreter when necessary and possible. The patient is also entitled to information regarding his/her rights at the earliest possible time in the course of his/her treatment. Each patient will receive information regarding his/her rights and responsibilities at the earliest possible time in the course of their care. The patient is entitled to information about Center rules and regulations affecting patient care and conduct. The patient has the right to cancel their appointment if they are not satisfied and reschedule with another provider of choice. Patients are entitled to information about each facility's mechanism for the initiation, review, and resolution of patient complaints.

Sharing concerns, complaints and grievances will not compromise a patient's care, treatment or services. If you have a question about your care or the safety of your surroundings, please let us know.

> If at any time you have a complaint or concern, you may contact your nurse, the nursing supervisor or you may call the Administrator at 704-512-2140 or call the Customer Care Line at 704-355-8363. Although it is our desire to resolve your concerns at the local level, it is your right to make a complaint directly to the NC Department of Health and Human Services (State Survey Agency) and the Accreditation Association for Ambulatory Health Care is as follows:

Division of Health Service Regulations

Acute and Home Care Branch
2711 Mail Service Center, Raleigh, NC 27699-2711
Branch Manager: Rita Horton
1-800-624-3004 (Toll-free)

Web site: www.facility-services.state.nc.us
Visit the Ombudsman's webpage at:
www.cms.hhs.gov/center/ombudsman.asp

Accreditation Association for Ambulatory Health Care

5250 Old Orchard Road, Suite 200
Skokie, IL 60077
Tel: 847/853.6060
Fax: 847/853.9028
Email: info@aaahc.org

> If the patient issues are not satisfactorily addressed while at Carolinas Gastroenterology Centers, the investigation will continue. The intent is to provide the patient a letter outlining the findings within seven days.

The patient has the right to be free from restraints of any form that are not medically necessary.

The patient has the right to be free from seclusion and restraints, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.

The patient has the right to quality care by competent individuals and high professional standards. The patient will also receive considerate, respectful care in a safe environment, which recognizes his/her personal dignity at all times and under all circumstances.

The patient has the right to be free from all forms of abuse, neglect, or harassment whether from staff, other patients, or visitors.

The patient is entitled to confidential treatment of his/her medical record. Copies of the patient's medical record will not be released without his/her prior authorization, except as needed due to transfer to another healthcare facility or as required by law or third party contract. The patient is entitled to timely access to his/her medical record except under limited circumstances which will be documented in the medical record.

The patient is entitled to privacy in treatment and in caring for personal needs to the extent possible with consideration, respect and full recognition of his/her dignity and individuality. He/She is also entitled to care that avoids unnecessary pain, discomfort and duplication. Patients have the right to appropriate assessment and management of pain.

The patient has the right to be free from seclusion and restraints and to the extent possible and in accordance with policy.

The patient is entitled to know who is responsible for providing his/her direct care, to receive information concerning his/her continuing healthcare needs, and alternatives for meeting those needs and to be involved in his/her discharge planning, the patient is entitled to receive, upon discharge, information regarding his/her continuing care needs and the means for meeting them.

The patient has the right to have advance medical directives (such as a living will, and/or healthcare power of attorney) concerning treatment or designating a surrogate decision maker with the expectation that the Center will honor the intent of the directive to the extent permitted by law and policy. The patient or surrogate decision maker is entitled to be involved in every aspect of the patient's care at the end of his/her life.

The center's policy for limiting advance directives is we would always attempt to resuscitate a patient and transfer that patient to a hospital in the event of deterioration. For information about Advanced Directives call 919-807-2167 or Visit www.NClifelinks.org

The patient is entitled to refuse treatment to the extent permitted by law and to be informed of the consequences of that refusal.

The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when care is no longer appropriate or when transfer to another facility is necessary. Emergency procedures will be implemented without delay.

The patient and/or family member as designated by the patient have the right to participate in decisions involving his/her health care. Except in an emergency, the patient shall not be subject to any treatment, procedure, research, or donor programs without his/her voluntary, competent and understanding consent or the consent of his/her legally authorized representative.

The patient is entitled to request and receive an itemized and detailed explanation of his/her total bill for service rendered. The patient is also entitled to information and counseling on the availability to know financial resources for his/her healthcare.

The patient has the right to express his/her values and beliefs within the limits of the Center's mission and philosophy. Patients are allowed to exercise cultural, psychosocial, and spiritual beliefs that do not interfere with the well being of others, specific Center policy or the planned course of medical therapy for the patient.

The patient has the right to access protective services. The patient's guardian, next of kin or legally authorized, responsible person may exercise, to the extent permitted by law, the rights delineated on behalf of the patient if:

1. the patient has been adjudicated incompetent in accordance with law,
2. is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure,
3. is unable to communicate his/her wishes regarding treatment or
4. is an unemancipated minor.

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The patient is responsible for providing, to the best of his/her knowledge, a complete and accurate medical history, including to the extent possible, information about past illnesses, medications, including over-the-counter products and dietary supplements and any allergies or sensitivities, hospitalizations, family history of illness, and other matters relating to present health.

The patient is responsible for ex-pressing his /her concerns clearly and honestly to their physicians.

The patient is responsible for following the treatment plan recommended by his/her physician. This may include following reasonable instructions of nurses and other Carolinas HealthCare System personnel as they implement the physician's plan of care and as they enforce applicable facility rules and regulations. The patient is responsible for disclosing whether previously agreed upon treatments are being followed and to indicate when he/she would like to reconsider the treatment plan.

- The patient is required to provide a responsible adult to transport him/her home from the facility and stay at the facility during the procedure.
 - The responsible adult is required to stay with the patient for 24 hours if required by his/her provider.
- The patient is responsible for requesting information and clarification about his/her health status or treatment when he/she does not fully understand what has been described.
- The patient is responsible to inform his/her provider about any living will, medical power of attorney or other directive that could affect his/her care.
- The patient is responsible for being considerate of the rights of others and all healthcare providers.
- The patient is responsible for his/her actions, and their consequences, if he/she refuses treatment or does not follow the physician's instructions.
- The patient is responsible for refraining from behavior that places the health of others at risk.
- The patient is responsible for providing the facility with accurate and timely information concerning his/her source of payment and accepts personal financial responsibility for any charges not covered by his/her insurance.
- The patient is responsible for asking questions. You and your family are responsible for asking questions when you do not understand your care or what you are expected to do. Let your doctor or nurse know about any pain you may experience.
- The patient and his/her family are responsible to promptly meet any financial obligation agreed upon with the facility.