



## Wyoming Endoscopy Center

### **PATIENT RIGHTS AND RESPONSIBILITIES**

A copy of the Patient Rights and Responsibilities will be posted. The Patient Rights and Responsibilities will be given to every patient in writing prior to the date of their procedure. It is acceptable to advise the patient verbally that, as a patient of Wyoming Endoscopy Center (WEC), the patient enjoys certain rights, and that WEC will be sending a written notice explaining those rights prior to the scheduled procedure date. Verbal notification can be made during the confirmation call to the patient 24 hours prior to the patient's procedure, acknowledging that the Patient Rights and Responsibilities will be made available on the patient's arrival to ensure the patient's ability to review the information. Any grievance or complaint received from a patient will be reported on an incident report form. The incident will be investigated, and the results of the investigation will be reported to the Medical Director for action, if necessary. The incident will be reported at the next Quality Assurance Committee meeting.

#### **WYOMING ENDOSCOPY CENTER PATIENT RIGHTS**

Patient Rights and Responsibilities are established with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his/her family, his/her physician and the facility caring for the patient.

- Each patient will be accorded dignity as an individual and treated with compassion and respect.
- Each patient seeking advice or assistance will be helped in a prompt, courteous, responsible manner.
- Each patient's privacy will be respected.
- Every effort will be made to make the patient feel that all employees care about him/her as an individual.
- In all cases, the needs and feelings of the patient and his/her family will be given every consideration.
- Each employee in contact with patient and their families is responsible for creating and fostering an atmosphere of mutual acceptance and trust.
- The patient or person responsible for the care of the patient will be informed of the scope of services available at the facility, provisions for after-hours or emergency care, and related fees for services rendered.
- The physician responsible for the care of the patient will provide the patient with information concerning diagnosis, treatment and prognosis in terms the patient can understand.
- The physician will, prior to initiation of any procedure, provide the patient with sufficient information for the patient to form the basis for a reasonable request for such procedure.
- Each patient can expect a quick response of reports of pain.
- Each patient has a right to refuse treatments and medications after adequate explanations by his/her attending physician. In this event the patient should be informed of the medical consequences of this action. In the case of a patient who is mentally incapable of making rational decisions, approval will be obtained from the guardian, next of kin or other person legally entitled to give such approval.
- In the event any investigative (ie. Research) procedures are contemplated involving a patient, the patient will be fully advised, and informed consent will be secured. The patient will not be included in any investigative procedures if such informed consent is not given. Any exception to the rule may be submitted for review by an approved mechanism that clearly provides protection



## Wyoming Endoscopy Center

of the patient's interests. (i.e., ethical Committee). No attempt will be made to influence any patients to give consent if he/she is reluctant to do so.

- The privacy of the patient, including matters concerning the patient's own medical care program, will be respected. Case discussion, consultation, examination, and treatment are confidential and will be conducted discreetly.
- All records and communication pertaining to the care of the patient will be treated as confidential. Each patient has the right to confidential treatment of records and disclosure of medical treatment received at the center. Each patient may approve or refuse the release of such information, except when release is required by law or the third-party contact.
- The WEC, within its capacity, will be responsive to the request of a patient for service if determined to be medically appropriate.
- Each patient has the right to treatment without discrimination as a race, color, sex, national origin, source of payment, ethical or political beliefs or handicap.
- Each patient has the right to information about the Patient Self-Determination Act and Advance Directive.
- Each patient has the right to present complaints or grievances: to any employee; by completing the Patient Satisfaction Questionnaire; by contacting the Wyoming State board of Health, Office of Healthcare Licensing and Surveys, 2300 Capitol Ave, Suite 570, Cheyenne, WY 82002, or the Office of the Medicare Beneficiary Ombudsman: <http://www.cms.hhs.gov/center/ombudsman.asp>
- Each patient has the right to change primary or specialty physicians as other qualified physicians are available.
- Each patient has the right to know the name and function for any person providing services to him/her.
- Each patient has the right to know that, following physicians have financial interests in this facility Dr. Kenneth Kranz, Dr. Scott McRae, Dr. Kenneth Buran and Dr. Brian Horner

### **Wyoming Endoscopy Center Patient Responsibilities**

- Each patient has the responsibility to inform the center of any complaints or grievances.
- Each patient has the responsibility to inform the center of all past illnesses and hospitalizations.
- Each patient has the responsibility to ascertain the course of action and to ask any questions that he/she has concerning treatment or tests.
- Each patient has the responsibility to keep his/her scheduled appointment.
- Each patient has the responsibility to follow the rules and regulations of the Center.
- Each patient has the responsibility to follow preoperative, operative and post-operative instructions. Each patient is expected to ask for pain relief when it is needed and to communicate unrelieved pain to his/her caregiver.
- Each patient has the responsibility to follow the prescribed treatment plan.
- Each patient is responsible for refusal for treatment.
- Each patient is to conduct himself/herself in a respectful manner.
- Each patient is responsible for informing the Center of any changes in their health concerns and billing information
- Each patient is to be honest in all communication regarding health status. Health concerns and billing information
- Each patient is responsible for securing a ride home, patients cannot walk, take a cab or the bus for their safety they must have a driver they know or who is licensed and bonded.



## **Wyoming Endoscopy Center**

- When patient has executed an advance directive; he/she is responsible for providing a copy to the WEC.
- A copy of the advance directive will be inserted into the patient medical record.
- Each patient is asked to inform WEC of any problems following the procedure.