

Tri-County Center for Endoscopy & Surgery

Patient Rights and Responsibilities

PATIENT RIGHTS:

Tri-County Center for Endoscopy & Surgery and Medical Staff have adopted the following list of patient rights. This list shall include, but is not limited to, the patient's right to:

Exercise these rights without regard to sex, cultural, economic, educational or religious background or the source of payment for his/her care. Exercise his or her rights without being subject to discrimination or reprisal.

Considerate and respectful care.

Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will see him/her.

Receive as much information as may be needed from his/her physician about his/her illness, course of treatment and prospects for recovery in terms that he/she can understand in order to give informed consent or to refuse this course of treatment. The patient has a right to be fully informed about a treatment and the expected outcome before it is performed.

Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment. When medically inadvisable to give such information to the patient, information will be provided to a person designated by the patient or to a legally authorized person.

Participate actively in decisions regarding his/her medical care, except when decisions are contradicted for medical reasons. To the extent permitted by law, this includes the right to refuse treatment or be released from Tri-County Center for Endoscopy & Surgery.

Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.

Confidential treatment of all communications and records pertaining to his/her care and stay in the Tri-County Center for Endoscopy & Surgery. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.

Reasonable responses to any reasonable request he/she may make for service.

Leave the Tri-County Center for Endoscopy & Surgery even against the advice of his/her physician.

Information will be made available to patients and staff concerning any of the above and:

- Patient conduct and responsibilities
- Services available at Tri-County Center for Endoscopy & Surgery
- Provisions for after-hour and emergency care
- Fees for services
- Payment policies
- Procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations

Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.

Be informed by his/her physician, or a delegate of his/her physician, of the continuing health care requirements following his/her discharge from the Tri-County Center for Endoscopy & Surgery.

Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

Be informed that they may change their provider if other qualified providers are available.

Know that marketing or advertising regarding the competence and capabilities of Tri-County Center for Endoscopy & Surgery is not misleading to patients.

Be advised if the Tri-County Center for Endoscopy & Surgery or personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects without compromising access to care.

Examine and receive an explanation of his/her bill regardless of source of payment.

Know which Tri-County Center for Endoscopy & Surgery rules and policies apply to his/her conduct while a patient.

Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

The patient has the right to :

- Personal privacy
- Receive care in a safe setting
- Be free from all forms of abuse or harassment

You have the right to know if your physician has an ownership interest in our facility. The following physicians have an **Ownership Interest** in Tri-County Center for Endoscopy & Surgery:

Bruce S. Kovan, DO
Johnathon Markus, MD

Samuel Gun, DO
Fernando Gamarra, MD

You have the right to know that the Tri-County Center for Endoscopy & Surgery does not honor **Advance Directives**. If you have an Advance Directive, you are encouraged to bring it to the

facility on your date of service. In the unlikely event that you need to be transferred to an acute care facility, your Advance Directive will be transferred with you.

You may obtain advance directive forms on http://www.michbar.org/elderlaw/pdfs/dpoa_hc.pdf or request a copy from our front desk.

All personnel shall observe these patient rights.

PATIENT RESPONSIBILITIES:

The care a patient receives depends partially on the patient him/herself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities shall be presented to the patient in the spirit of mutual trust and respect.

The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past medical history and other matters relating to his/her health. The patient has the responsibility to provide complete and accurate information to the best of his/her ability about any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.

The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.

The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals, as they carry out the physician's orders.

The patient is responsible for keeping appointments and for notifying the Tri-County Center for Endoscopy & Surgery or physician when he/she is unable to do so.

The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.

The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.

The patient is responsible for following facility policies and procedures.

The patient is responsible for being considerate of the rights of other patients and facility personnel.

The patient is responsible for being respectful of his/her personal property and that of other persons in Tri-County Center for Endoscopy & Surgery.

The patient is responsible for providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.

The patient will inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.

Contact Information:

PATIENT COMPLAINT OR GRIEVANCE

To report a complaint or grievance you can contact the facility Administrator by phone at (586) 228-5300 or by mail at:

Tri-County Center for Endoscopy & Surgery

37399 Garfield, Suite 100
Clinton Twp, MI 48036

Complaints and grievances may also be filed through:
Michigan Department of Consumer & Industry Services
Bureau of Health Systems
525 W. Ottawa, 5th Flr.
P.O. Box 30664
Lansing, MI 48909
(800) 882-6006
(517) 241-2635

OR

State of Michigan, CMS Regional Office
233 N. Michigan Avenue
Suite 600
Chicago, IL 60601
(312) 353-3255

Medicare beneficiaries may receive information regarding their options under Medicare and their rights and protections by visiting the website for the Office of the Medicare Beneficiary Ombudsman at: www.cms.hhs.gov/center/ombudsman.asp.