

Patient Rights and Responsibilities

Digestive Health Center has adopted the following list of Rights and Responsibilities for Patients:

IN ACCORDANCE WITH SECTION 70707 OF THE CALIFORNIA HEALTH AND SAFETY CODE, THE FACILITY AND MEDICAL STAFF HAVE ADOPTED THE FOLLOWING LIST OF PATIENT RIGHTS:

- Exercise these rights without being subjected to reprisal and without regard to sex, cultural, economic, educational, religious background, or the source of payment.
- Treated with respect, consideration, and dignity.
- Provided personal privacy, receive care in a safe setting, and be free from all forms of abuse and harassment.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and credentials and professional relationships of other physicians who will see him/her.
- Receive information from his/her physician about his illness, his/her course of treatment and his prospects for recovery in terms that he/she can understand
- Receive as much information from his/her physician about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies this information shall include a description of the procedure or treatment. Patient will be informed of consequences of not following the proposed course of treatment.
- Actively participate in decisions regarding his/her medical care to the extent permitted by law, this includes the right to refuse treatment or change his/her primary physician.
- Full consideration for privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should 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 communication and records pertaining to his/her care and his/her stay at Digestive Health Center. His/her written permission shall be obtained before his/her medical record can be made available to anyone not directly concerned with his/her care, except when release is required by law.
- Reasonable responses to any reasonable request he/she may make for service.
- Availability of methods for expressing grievances or suggestions through direct communication or patient satisfaction surveys.
- Leave Digestive Health Center even against the advice of his/her physician.
- Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
- Be advised if Digestive Health Center/personal physician proposes to engage in or perform human experimentation affecting his/her care of treatment; the patient has the right to refuse to participate in such research projects.
- Be informed by his/her physician or a delegate of his physician of his continuing health care requirements following his/her discharge from the surgery center.
- Receive an explanation of fees for service and payment policies.
- Know which Digestive Health Center rules and policies apply to his/her conduct and responsibilities as 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, if a patient has been judged incompetent by the state.
- Be advised of the services available at Digestive Health Center including ambulatory procedure services.
- Have the right to receive information regarding Advanced Directives (living will and/or durable power of attorney for health care decisions), and to have your advance directive followed to the extent that is medically appropriate and lawful.

PATIENT RESPONSIBILITIES:

- Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- Ask for an explanation if you do not understand papers you are asked to sign or anything about your own or your child's care.
- Gather as much information as you need to make informed decisions.
- Be available so staff can teach you how to care for yourself or your child; we want to share our knowledge with you, but you must be prepared to learn.
- Follow the care prescribed or recommended for you or your child by the physicians, nurses, and other members of the health care team; remember, if you refuse treatment or do not follow instructions you are responsible for your actions.
- Respect the rights and privacy of others.
- Assure the financial obligations associated with your own or your child's care are fulfilled.
- Responsible for being respectful of his/her personal property and that of other persons in the Center.
- Take an active role in ensuring safe patient care. Ask questions or state concerns while in our care. If you don't understand, ask again.
- Provide a responsible adult to transport you home from the facility and remain with you, if required by your provider.
- Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.

PATIENT CONCERNS AND/OR GRIEVANCES:

- Persons who have a concern or grievance regarding Digestive Health Center, including but not limited to, decisions regarding admission, treatment, discharge, denial of services, quality of

services, courtesy of personnel or any other issue are encouraged to contact the Administrator or write a statement to:

Administrator:

Karen W. George, RN, MPH
3510 N. Moorpark Rd Suite 101
Thousand Oaks, CA 91360
(805) 492-9000

Digestive Health Center of Thousand Oaks is Medicare Certified and is accredited by the Accreditation Association for Ambulatory Health Care, Inc. Any complaints regarding services provided at Digestive Health Center of Thousand Oaks can be directed in writing or by telephone to:

California Department of Public Health
Licensing & Certification
1889 N Rice Ave #200
Oxnard, CA 93030
(805) 604-2926

OR

AAAHC

5250 Old Orchard Road, Suite 200
Skokie, IL 60077
(847) 853-6060

OR

Medicare patients should visit the website below to understand your rights and protections <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

ADVANCE DIRECTIVES:

An "Advance directive" is a general term that refers to your oral and written instructions about your future medical care, in the event that you become unable to speak for yourself. Each state regulates the use of advance directives differently. There are two types of advance directives: a living will and a medical power of attorney. If you would like a copy of the official State advance directive forms, visit http://oag.ca.gov/consumers/general/adv_hc_dir

OUR SURGERY CENTER'S ADVANCE DIRECTIVE POLICY:

It is the general policy of the Digestive Health Center of Thousand Oaks that all patients are to be granted the benefit of resuscitative efforts in the event of a cardiac arrest regardless of the underlying disease and circumstances. As such, Digestive Health Center of Thousand Oaks does not recognize Advanced Directives; however, the presence of an Advanced Directive will be noted in the patient's chart for outside facility health care providers.