



PATIENT'S RIGHTS & PATIENT'S RESPONSIBILITIES

PATIENT'S RIGHTS

A patient has the right to:

- Be informed of the Center's patient rights and responsibilities.
- Be informed of services available in the Center, of the names and professional status of the personnel providing patient care, and of fees and related charges.
- Be informed if the Center has authorized other health care and educational institutions to participate in the patient's treatment.
- Receive from his/her physician(s) or clinical practitioner(s), and in terms the patient can understand, an explanation of his/her complete medical/health condition or diagnosis, recommended treatment, treatment options, risk(s) of treatment and expected result(s).
- Change physicians, either primarily or specialty, if he/she desires to do so.
- Express a grievance or make suggestions, verbally or in writing without repercussions..
- Participate in the planning of his/her care and treatment, and to refuse medication and treatment.
- Be included in experimental research only when the patient gives informed, written consent to such participation, or when a guardian gives such consent for an incompetent patient in accordance with laws, rules and regulations.
- Voice grievances or recommend changes in policies and services to Center personnel, Center Governing Body, and/or outside representatives of the patient's choice.
- Be free from mental, physical, sexual, verbal or neglectful abuse, free from exploitation, and free from use of restraints unless they are authorized by a physician for a limited period of time to protect the patient or others from injury.
- Confidential treatment of his/her patient information.
- Be treated with courtesy, consideration, respect and recognition of his/her dignity, individuality, and the right to privacy.
- Not be required to perform work for the Center unless the work is part of the patient's treatment and is performed voluntarily by the patient.
- Exercise civil and religious liberties, including the right to independent personal decisions.
- Not be discriminated against because of age, race, religion, sex, nationality, or ability to pay; or be deprived of any constitutional, civil, and/or legal rights solely because of receiving services from the Center.
- Know what Center rules and regulations apply to his conduct as a patient.
- Know, upon request and in advance of treatment, whether the healthcare provider or the Center accepts Medicare assignment rate for patients eligible for Medicare.
- Quality of care and high professional standards that are continually maintained and reviewed.
- Expect effective management to be implemented within the Center.
- If a patient is a partner in a civil union, the partner shall have the same rights as a spouse in a marriage in regards to consultation in medical care, treatment, and visitation in compliance with NJ law.
- Be provided a copy of these rights, a disclosure of physician ownership, the center's Advance Directive policies.

PATIENT RESPONSIBILITIES

A patient is responsible for:

- Providing to the healthcare provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, allergies, hospitalizations, Advance Directives, medications (including over-the counter products and supplements), and other matters relating to his/her health.
- Reporting unexpected changes in his/her condition to the healthcare provider.
- Informing the Center if he/she does not fully understand the proposed care or what will be expected of them.
- Following the treatment plan recommended by the healthcare provider.
- Keeping appointments and, when he/she is unable to do so for any reason, notifying the healthcare provider or the Center.
- Acknowledging when they do not understand a contemplated treatment course or care decision. A patient may refuse or limit care even if their decision adversely affects the outcome, as long as the patient is made aware of the consequences.
- His/her actions if he/she refuses treatment or does not follow healthcare provider's instructions.
- Assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
- Following the Center rules and regulations affecting patient care and conduct.
- Showing consideration to other patients and to staff and responsible for helping to control noise, distractions and smoking.
- Respecting the property of others and of the Center.
- The patient is responsible to provide a responsible adult to transport him/her home and remain with him/her for 24 hours, if required by his/her provider.

PRINCETON ENDOSCOPY CENTER, LLC

As required by the New Jersey Department of Health, and Medicare Conditions for Coverage, you may file complaint with the following:

New Jersey Department of Health and Senior Services

Health Care Quality and Oversight
P.O. Box 367
Trenton, New Jersey 08625-0367
609-792-9770

State of New Jersey

Office of the Ombudsman for the institutionalized Elderly

PO Box 808
Trenton, NJ 08625-0808
609-624-4262

Office of the Medicare Beneficiary Ombudsman

www.medicare.gov/Ombudsman/activities.asp