



PATIENT'S RIGHTS

The rights of patient(s) include, but are not limited to:

- 1) Exercise these rights without regard to sex or cultural, economic, educational, or religious background or the source of payment for his/her care.
- 2) Considerate and respectful care.
- 3) 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 who will see him/her.
- 4) Receive information from his/her physician about his/her illness, course of treatment, and prospects for recovery in terms that he/she can understand.
- 5) Receive as much information 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, the medically significant risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- 6) Participate actively in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to refuse treatment.
- 7) Full consideration of 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.
- 8) Confidential treatment of all communications and records pertaining to his/her care and his/her stay at the center. 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.
- 9) Reasonable responses to any reasonable requests he/she may make for service.
- 10) Leave the center even against the advice of his/her physicians.
- 11) Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
- 12) Be advised if center/personal physician proposed 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.
- 13) Be informed by his/her physician or a delegate of his/her physician of his/her continuing health care requirements following his/her discharge from the center.
- 14) Examine and receive an explanation of his/her bill regardless of source of payment.
- 15) Know which center rules and policies apply to his/her conduct as a patient.
- 16) Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- 17) Designate visitors of his/her choosing. If the patient has decision-making capacity, whether or not the visitor is related by blood or marriage, unless; (A) No visitors are allowed; (B) The facility reasonably determines that the presence of a particular visitor is detrimental to the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility; (C) the patient has indicated to the health facility staff that the patient no longer wants this person to visit.
- (18) Have the patient's wishes considered for purposes of determining who may visit if the patient lacks decision-making capacity and to have the method of that consideration disclosed in the center policy on visitation. At a minimum, the center shall include any person living in the household.
- (19) This section may not be construed to prohibit a health facility from otherwise establishing reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.
- (20) Be advised of his/her right to change his/her provider if other qualified providers are available.
- (21) The right to be informed that Leonard Weinstock, MD; Erik Thyssen, MD; Steven Fern, DO, Janet Todorczuk, MD, and Aman Singh, MD each have an ownership interest in the Advanced Endoscopy Center, LLC.

Complaints may be addressed to either the Administrator or :

Missouri Department of Health & Senior Services
P.O. Box 570
Jefferson City, MO 65102
Attn: Bureau of Health Services Regulation
Tel: (573) 751-6303

Website for Medicare Ombudsman:

<http://www.medicare.gov/Ombudsman/activities.asp>