

PATIENT BILL OF RIGHTS

- A patient has the right to be treated with respect, consideration and dignity given by competent personnel.
- A patient has the right, upon request, to be given the name of his attending practitioners, the names of all other practitioners directly participating in his care, and the names and functions of other health care persons having direct contact with the patient.
- A patient has the right to consideration of privacy concerning his own medical care program. Case discussion, consultation, examination, treatment, and medical records are considered confidential and shall be handled discreetly.
- A patient has the right to have disclosures and records pertaining to his medical care treated as confidential, and, except as otherwise required by law or third party contractual arrangements, patients are given the opportunity to approve or refuse their release.
- A patient has the right to participate in decisions involving his health care except when such participation is contraindicated for medical reasons.
- A patient has the right to know what center rules & regulations apply to his conduct as a patient.
- The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- The patient has the right to full information, in layman's terms, concerning diagnosis, evaluation, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on their behalf to the person designated by the patient or to a legally authorized person.
- Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure.
- If the patient is unable to give consent, a legally authorized person has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program. The patient or responsible person shall give informed consent prior to participation in the program. The patient or responsible person may refuse to continue in a program to which he has previously given informed consent.
- A patient has the right to refuse drugs or procedures, to the extent permitted by status. A practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
- The patient who does not speak English shall have access, where possible, to an interpreter.
- The center shall provide the patient, or patient designees, upon request, access to the information contained in his medical records, unless the attending practitioner for medical reasons specifically restricts access.
- The patient has the right to expect good management techniques to be implemented within the center. These techniques shall make effective use of time for the patient and avoid personal discomfort of the patient.
- When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
- The patient has the right to examine and receive a detailed explanation of his bill.
Copies of the Bill of Rights shall be available to all patients or responsible party upon admission and shall be displayed prominently in the waiting area.
- A patient has the right to expect that the Center will provide information for continuing health

care requirements following discharge and the means for meeting them.

- The patient is informed of his/her right to change primary or specialty physician if another qualified physician is available.
- The patient is provided with appropriate information regarding the absence of malpractice insurance coverage.
- A patient has the right to be informed of his rights at the time of admission.
- A patient has the right to review the credentials of the Professionals providing their care. These are available on the physicians practice website.
- It is the patient's responsibility to inform the center of any Advance Directives.
 - a. Patients have the right to develop an Advanced Directive and have it honored. South Hills Endoscopy Center is an ambulatory surgical facility developed for the purpose of performing outpatient Endoscopy procedures in a safe manner. Should a patient have an Advance Directive, the patient or the patient's legally authorized health care representative shall be informed and agree that the instructions contained in the Advance Directives shall be temporarily suspended pending discharge from the Center. If a patient or the patient's legally authorized health care representative does not agree to such a suspension, the nurse shall immediately inform the attending surgeon. The attending surgeon shall discuss with the patient or the patient's legally authorized health care representative and make a clinical decision whether or not to proceed. Such discussion and decision shall be noted in detail in the patient's medical record.
 - b. If the patient should have a complication, the patient will be transferred to the hospital where the hospital's policy on Advance Directives will be followed.
- Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
- Patients have the right to be informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.
 - A. The Center has a satisfaction survey as well as a complaint form that may be obtained from the receptionist by any individual who wants to report any comments, questions or concerns that they have with the services provided.
 - B. A response will be provided to the individual within 60 days of receipt of the complaint.
- A. If an individual feels that their complaint was not followed up appropriately,
Pennsylvania Department of Health can be notified at
1-877-PA-HEALTH (1-877-724-3258)
P.O. Box 90, Health & Welfare Building, Harrisburg, PA 17108

Notice: The physician performing your procedure at South Hills Diagnostic and Treatment Center, LLP, dba: South Hills Endoscopy Center may have a financial interest or ownership in this facility, Pittsburgh Gastroenterology Associates Pathology Lab, Plus Diagnostics and/or Mahoning Valley Anesthesia Services.

- Patients are expected to keep appointments or notify the center within 48 hours when they cannot keep a scheduled appointment. Patients are required to bring information about past illnesses, hospitalizations, medications including over-the-counter and dietary supplements, any allergies or sensitivities and other matters relating to their health.
- It is the patient's responsibility to cooperate in the treatment program that their doctor specifies.
- Patients are expected to be respectful of all the health care providers and staff as well as other patients, their family members, and the property of other persons.
- Duly authorized members of the patient's family are expected to be available to personnel for review of the patient's treatment in the event that the patient is unable to communicate with the physicians or nurses.
- The patient must provide a responsible adult to transport them home from the facility and remain with them for a minimum of 12 hours.
- It is the responsibility of the patient to provide information necessary for insurance processing of their bills, to obtain the required referrals from their primary care physician and to be prompt about payment of their center bills. A patient may ask any questions they may have concerning their bills. Patients are expected to accept financial responsibility for any charges not covered by their insurance. Fees for services are available from Pittsburgh Gastroenterology who is contracted for services with South Hills Endoscopy Center.

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- Communication between the patient and the Center team is an important element in good health care. Patients are encouraged to provide input on the care they have received. If patients are concerned about or displeased with any aspect of their care, they should contact the Administrator.
- Suggestions or comments from patients are encouraged and appreciated and should be forwarded to the Administrator.