

## Lebanon Endoscopy Center

It is the policy of Lebanon Endoscopy Center to preserve the rights of all patients, regardless of race, creed, sex, or national origin. Lebanon Endoscopy Center personnel and representatives respect the rights of the patient and recognize that each patient is an individual with unique health care needs, values, and cultural perspectives.

### **Patient Rights:**

1. Receive the care necessary to help regain or maintain his or her maximum state of health.
2. Expect personnel who care for the patient to be friendly, considerate, respectful, and qualified through education and experience and perform the services for which they are responsible with the highest quality of service.
3. Expect full recognition of individuality, including privacy in treatment and care. In addition, all communications and records will be confidential.
4. Receive the care necessary to help regain or maintain his or her maximum state of health.
5. Complete information, to the extent known by the physician, regarding diagnosis, treatment, prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
6. Be fully informed of the scope of services available at the facility, provisions for after hours and emergency care and related fees for services rendered.
7. Be a participant in decisions regarding the intensity and scope of the treatment. If the patient is unable to participate in those decisions, the patient's designated representative or other legally designated person shall exercise the patient's rights.
8. Refuse treatment to the extent permitted by law and be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility.
9. Approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
10. Be informed of any human experimentation or other research/educational projects affecting his or her care or treatment, and can refuse participation in such experimentation or research without compromise to the patient's usual care.
11. Be informed of the training of students and residents who will be involved in their care.
12. Express grievances/complaints and suggestions at any time.
13. Change primary or specialty physicians if other physicians are available.
14. Provide patient access to and/or copies of his or her individual medical records.
15. Be informed as to the facility's policy regarding advance directives/living wills.
16. Be fully informed before any transfer to another healthcare facility or organization, when possible.
17. Express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
18. Have an initial assessment, regular reassessment of pain, and pain management.
19. Education of patients and families, when appropriate, regarding their roles in managing pain, as well as potential limitations and side effects of pain treatment.

20. Have their personal, cultural, spiritual and/or ethnic beliefs considered when communicating to them and their families that pain management is an important part of care.
21. Be informed that you do not have to choose Lebanon Endoscopy Center for your procedure, you may request a facility of your choice.

**The patient is responsible for:**

1. Being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.
2. Respecting the property of others and the facility.
3. Following the rules and regulations of the facility.
4. Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her. The patient should express concern if they believe they will have difficulty following the plan of care and discharge instructions.
5. Following the instructions as provided for the planned course of treatment.
6. Accepting the consequences if they do not follow the plan of care and discharge instructions.
7. Keeping appointments and, when unable to do so for any reason, for notifying the facility and physician.
8. Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition, or any other patient health matters.
9. Meeting their financial obligations to the facility as agreed to with the organization.

**Advance Directives Information**

**Statement of Limitation Regarding Advance Directive**

Our team is dedicated to delivering the highest quality care in a safe environment that places the patient at the center of our care. The majority of procedures performed at Lebanon Endoscopy Center are considered to be of minimal risk. It is the policy of Lebanon Endoscopy Center that if an adverse event occurs during your treatment, the medical team will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, advance directive, or health care power of attorney.

If a patient requests information regarding advance directives, the patient will be given a description of applicable State health and safety laws and, if requested, official state Advance Directive forms. The following internet sites may also be used for reference [www.willsofamerica.com](http://www.willsofamerica.com), [www.legalzoom.com](http://www.legalzoom.com), [www.lawinfo.com](http://www.lawinfo.com)

***Ownership Statement:***

This facility is owned by Lebanon Endoscopy, LLC (physicians) and United Surgical Partners. The facility is managed by United Surgical Partners. For a complete listing of physician owners, please ask the Receptionist.