

South County Outpatient Endoscopy Services
5139 Mattis Rd, Suite 100 St. Louis, MO 63128
(314) 729-9780 www.scopes-stlouis.org

PATIENT RIGHTS

- Receive access to equal medical treatment and accommodations regardless of race, creed, sex, national origin, religion or sources of payment for care.
- Be fully informed and have complete information, to the extent known by the physician, regarding diagnosis, evaluation, treatment, procedure and prognosis, as well as the risks, side effects, and expected outcomes associated with treatment and procedure prior to the procedure.
- To give or withhold informed consent, participate in making decisions about his/her care, treatment or services.
- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice grievances regarding treatment or care that is (or fails to be) provided.
- Personal privacy.
- Receive care in a safe setting and be treated with dignity.
- Be free from all forms of abuse, exploitation, or harassment.
- Receive the care necessary to regain or maintain his or her maximum state of health and if necessary, cope with death.
- Receive notice of their rights prior to the surgical procedure in verbal and written notice in a language and manner that ensures the patient, or the patient's representative, or the patient's surrogate understand *all of the patient's rights*.
- Expect personnel who care for the patient to be friendly, considerate, and respectful and qualified through education and experience, as well as perform the services for which they are responsible with the highest quality of services.
- Be fully informed of the scope of services available at the facility, provisions for afterhours care and related fees for services rendered.
- Be a participant in decisions regarding the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or patient's surrogate other legally designated person.
- Make informed decisions regarding his or her care.
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal. The patient accepts responsibility for his or her actions including refusal of treatment or not following the instructions of the physician or facility.
- Approve or refuse the release of medical records to any individual outside the facility, or as required by law or third party payment contract.
- Be informed of any human experimentation or other research/educational projects affecting his or her care of treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.
- Express grievances/complaints and suggestions at any time and to have those reviewed by the organization.
- Access to and/or copies of his/her medical records.
- Be informed as to the facility's policy regarding advance directives/living wills.

- Be fully informed before any transfer to another facility or organization and ensure the receiving facility has accepted the patient transfer.
- The right to change providers if other qualified providers are available.
- Express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
- Expect the facility to agree to comply with Federal Civil Rights Laws that assure it will provide interpretation for individuals who are not proficient in English.
- Have an assessment and regular assessment of pain.
- Education of patients and families, when appropriate, regarding their roles in managing pain.
- To change providers if other qualified providers are available.
- If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
- If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state laws may exercise the patient's rights to the extent allowed by state law.

PATIENT RESPONSIBILITIES

- Be respectful and considerate of other patients and personnel and for assisting in the control of noise, eating and other distractions.
- Respecting the property of others and the facility.
- Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her.
- Keeping appointments and, when unable to do so for any reason, notifying the facility and physician.
- Providing care givers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, including over-the-counter products and dietary supplements, any allergies or sensitivities, unexpected changes in the patient's condition, or any other patient health matters.
- Follow the treatment plan prescribed by his/her provider and participate in his/her care.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Observing prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeit of care at the facility.
- Promptly fulfilling his or her financial obligations to the facility and accept personal financial responsibility for any charges not covered by his/her insurance.
- Identifying any patient safety concerns.

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ADVANCE DIRECTIVE NOTIFICATION

- In the state of Missouri, all patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. South County Outpatient Endoscopy Services respects and upholds those rights.
- However, unlike in an acute care hospital setting, South County Outpatient Endoscopy Services does not routinely perform "high risk" procedures. While no surgery is without risk, most procedures performed in this facility are considered to be of minimal risk. You will discuss the specifics of your procedure with your physician who can answer your questions as to its risks, your expected recovery, and care after your procedure.
- Therefore, it is our policy, regardless of the contents of any Advance Directive or instructions from a health care surrogate of attorney-in-fact, that if an adverse event occurs during your treatment at this facility, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care Power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care power of attorney.
- If you wish to complete an Advance Directive, copies of the official State forms are available at our facility.

You have the option of proceeding with care at our facility or having the procedure at another location that may not set the same limitations. Having been fully informed of our Statement of Limitations, you choose to proceed with your procedure at South County Outpatient Endoscopy Services

DISCLOSURE OF OWNERSHIP

- South County Outpatient Endoscopy Services is proud to have a number of quality physicians invested in our facility. Their investment enables them to have a voice in the administration of policies of our facility. This involvement helps to ensure the highest quality of surgical care for our patients. Your physician may have a financial interest in this facility.

PATIENT COMPLAINT OR GRIEVANCE

- To report a complaint or grievance you can contact the facility Administrator by phone at 314-729-9780 or by mail at:

South County Outpatient Endoscopy Services
5139 Mattis Rd, Suite 100
St. Louis, MO 63128

Complaints and grievances may also be filed through:

Department of Health & Senior Services

P.O.Box 570, 920 Wildwood
Jefferson City, MO 65102
(573) 751-1588
BAC@health.mo.gov

OR

Medicare

State of Missouri, CMS Regional Office
601 East 12th Room 242
Kansas City, MO 64106
(816) 426-6560

- Medicare beneficiaries may receive information regarding their options under Medicare and their rights and protections by visiting the website for the Office of the Medicare Beneficiary Ombudsman at:
- <https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
- <https://www.medicare.gov/claims-appeals/your-medicare-rights/get-help-with-your-rights-protections>

I acknowledge that I received the above information in written or verbal form prior to arriving at SCOPES.

Patient /Patient Representative Signature

Date