

MCEG/GIS PATIENT RIGHTS AND RESPONSIBILITIES

The basic rights of human beings are of great importance.

1. The right to impartial assessment to treatment or accommodations that are available or medically indicated.
2. The right for independent expression.
3. The right for independent decision and action.
4. The right for independent personal dignity.
5. The concern for personal relationships.

During sickness, no matter how minor it may seem to medical and nursing staff, the absence or presence of these factors are of vital importance and may become the deciding factor in the survival or recovery of the patient.

It is the MCEG/GIS' prime responsibility to assure that these factors are preserved for their patients.

The following basic rights and responsibility of patients are considered reasonably applicable to all hospitals and surgery centers.

PATIENT RIGHTS

Access to Care

Individuals shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, religion, or sources of payment for care.

Respect and Dignity

The patient has the right to considerate, respectful care at all times and under all circumstances with recognition of his personal dignity.

Privacy and Confidentiality

The patient has the right, within the law, to personal and informational privacy, as manifested the right to:

- refuse to talk with or see anyone not officially connected with the hospital, including visitors, or persons officially connected with the hospital but who are not directly involved in his care.
- wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
- be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
- expect that any discussion or consultation involving his case will be conducted discreetly and that individuals not directly involved in his care will not be present without permission.
- have his medical record read only by individuals directly involved in his treatment or the monitoring of its quality, and by other individuals only on his written authorization or that of its legal authorized representative.
- expect all communications and other records pertaining to his care, including the source of payment for treatment, to be treated as confidential.
- request a transfer to another room if another patients or visitors in that room are unreasonably disturbing him by smoking or other actions.
- be placed in a protective privacy when considered necessary for personal safety.

Personal safety

The patient has the right to expect reasonable safety insofar as the hospital practices and environment are concerned.

Identity

The patient has the right to know the identity and professional status of individuals providing service to him, and to know which physician or other practitioner is primarily responsible for his care. This includes the patient's right to know of the existence of any professional relationship among individuals who are treating him, as well as the relationship to any other health care or educational institutions involved in his care. Participation by patients in clinical training programs or in the gathering of data for research purposes should be voluntary.

Information

The patient has the right to obtain the practitioner responsible for coordination of his care. Complete and current information concerning his diagnosis (to the degree known), treatment and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to a legally authorized individual.

Communication

The patient has the right of access to people outside the hospital by means of visitors, and verbal and written communications. When the patient does not speak or understand the predominant language of the community he should have access to an interpreter. This is particularly true where language barriers are a continuing problem.

Consent

The patient has the right to reasonably informed participation in decisions involving health care. To the degree possible, this should be based on a clear, concise explanation of condition and all proposed technical procedures, including the possibilities of any risk mortality or serious side effects, problems related to recuperation, and probability of such. The patient should not be subjected to any procedure without his voluntary, competent understanding consent, or that of his legally authorized representative. Where medically significant alternatives for care or treatment exist, the patient shall be so informed.

The patient has the right to know who is responsible for authorizing and performing procedures or treatment.

The patient shall be informed if the hospital proposes to engage in or perform human experimentation or other research/educational projects affecting his care or treatment, and patient has the right to refuse to participate in any such activity.

Consultation

The patient as his own request and expense has the right to consult the specialist.

Refusal of Treatment

The patient may refuse treatment to the extent permitted by law. When refusal of treatment, the patient or his legally authorized representative prevents the provision of appropriate care in accordance with ethical and professional standards, their relationships with the patient may be terminated upon reasonable notice.

Transfer and Continuity of Care

A patient may not be transferred to another facility unless he has received a complete examination of the need for the transfer and the alternatives to such a transfer, and unless transfer is acceptable to the other facility. The patient has the right to be informed by a responsible practitioner or his delegate of any continuing health care requirements following discharge from the hospital.

Facility Charges

Regardless of the course of payment for his care, the patient has the right to request and receive an itemized and detailed explanation of his total bill for services rendered in the center. The patient has the right to timely notice prior to termination of his eligibility for reimbursement by any third party payer for the cost of his care.

Physician Charges

Regardless of the source of payment for his care, the patient has the right to request and receive an itemized and detailed explanation of his total bill for services rendered in the center. The patient has the right to timely notice prior to termination of his eligibility for reimbursement by any third party payer for the cost of his care.

Endoscopy Center Rules and Regulations

The patient should be informed of the rules and regulations applicable to his conduct as a patient. Patients are entitled to information about the facility's mechanism for the initiation, review and resolution of patient complaints.

Disclosure

The patient is hereby informed that the physician has a financial interest in the endoscopy center.

PATIENT RESPONSIBILITIES

Provision of Information

A patient has the responsibility to provide, to the best of his knowledge, accurate and complete information about present complaints, past illness, hospitalization, medication, and other matters relating to his health. He has the responsibility to report unexpected changes in his conditions to the responsible practitioner. A patient is responsible for making it known whether he clearly comprehends a contemplated course of action and what is expected of him.

Compliance with Instructions

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and as they enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the responsible practitioner or the endoscopy center.

Facility Charges

The patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.

Physician Charges

The patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.

Respect and Consideration

The patient is responsible for being considerate of the rights of other patients and personnel, and for assisting in the control of noise, smoking and visitors. The patient is responsible for being respectful of the property of other persons, the office and the endoscopy center.