

**WAKE FOREST ENDOSCOPY CENTER
PATIENT RIGHTS AND RESPONSIBILITIES**

As a Patient, you have the right to:

- Considerate, respectful care at all times and under all circumstances with recognition of your personal dignity and property.
- Personal and informational privacy, within the law.
- Information concerning your diagnosis, evaluation, treatment, and prognosis, to the degree known.
- Confidentiality of records and disclosures. Except when required by law, you have the right to approve or refuse the release of records.
- The opportunity to participate in decisions involving your health care, unless contraindicated by concerns for your health.
- Make informed decisions about medical care, including the right to accept or refuse medical or surgical treatment. Know that there may be a modification to an existing living will or DNR directive. If you would like information about advanced directives, please speak with your healthcare provider.
- Advance directive: "A declaration that is written and signed in advance of a serious/terminal illness or incapacitated state through which an individual, competent at the time of execution, outlines his or her choice for health care." WFEC does not honor Advanced Directives. Unexpected complications due to anesthesia and/or procedure are not natural causes and therefore will be treated. This means 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.
- Impartial access to treatment regardless of race, color, sex, national origin, religion, handicap or disability. (Wake Forest Endoscopy Center adheres to all federal and state rules, regulations and policies to promote a non-discriminatory environment for all of our guests.)
- Receive an explanation of charges for services delivered.
- Know the identity and professional status of individuals providing service to you.
- Report any comments concerning the quality of services provided to you during the time spent at the facility and receive fair follow-up on your comments. Grievances can be reported to Wake Forest Endoscopy Center management @ (919) 439-3393, or to Rita Horton, NC Division of Facilities Service 2711 Mail Service Center Raleigh, NC 27699 2711 or call a Facilities Consultant @ 1-800-624-3004 or Medical Review of NC Hotline @ 1-800-727-0468. You may also contact the Office of the Medicare Beneficiary Ombudsman at <http://www.cms.hhs.gov/center/ombudsman.asp>.
- Change primary or specialty physicians in another practice if desired
- Exercise these rights without being subject to discrimination or reprisal
- Receive care in a safe setting and be free from all forms of abuse or harassment.

As a Patient, you are responsible for:

- Providing accurate and complete information about your present health status and past medical history, medications including over the counter products, dietary supplements, allergies or sensitivities.
- Following the treatment plan recommended by the primary practitioner involved in your case.
- Providing an adult to remain with you and transport you home after procedure.
- Indicating whether you clearly understand a contemplated course of action and what is expected of you.
- Your actions if you refuse treatment, leave the facility against the advice of the practitioner, and/or do not follow the practitioner's instructions relating to your case.
- Assuring that the financial obligations of your health care are fulfilled as expediently as possible, including accepting personal financial responsibility for any charges not covered by your insurance.
- Providing information about a durable power of attorney directive that you desire us to know about.
- Being respectful of all health care providers and staff, as well as other patients.
- Give 24 hour notice of cancellation or be charged a fee.
- Notify Wake Forest Endoscopy Center of any complaints you may have.