

**All Patients of Southwestern Endoscopy Center have certain rights:**

1. A patient has the right to respectful care given by competent personnel.  
(b) The following are minimal provisions for the patient's bill of rights:
2. A patient has the right, upon request, to be given the name of his attending practitioner, 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.
3. A patient has the right to consideration of privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
4. A patient has the right to have records pertaining to his medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
5. A patient has the right to know what ASF rules and regulations apply to his conduct as a patient.
6. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
7. The patient has the right to full information in layman's terms, concerning diagnosis, 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 his behalf to a responsible person.
8. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure. Informed consent is defined in section 103 of the Act.
9. A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when practitioner is considering the patient as part of a medical care research program or donor program, and the patient or responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he has previously given informed consent.
10. A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
11. 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.
12. The patient who does not speak English shall have access, where possible, to an interpreter.
13. The ASF shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
14. The patient has the right to expect good management techniques to be implemented within the ASF. The techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
15. 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.
16. The patient has the right to examine and receive a detailed explanation of his bill
17. A patient has the right to expect that the ASF will provide information for continuing health care requirements following discharge and the means for meeting them.
18. A patient has the right to be informed of his rights at the time of admission.

**All patients of Southwestern Endoscopy Center have certain responsibilities:**

1. The responsibility to be courteous and respectful to staff and other patients.
2. The responsibility to keep their appointments and to be on time. If the patient cannot keep a scheduled visit they should call and reschedule or cancel so another patient can use that time.
3. The responsibility to provide their physician with accurate and truthful information about their medical history so that an acute diagnosis can be made.
4. The responsibility to follow the mutually agreed upon prescribed course of treatment and to inform their doctor, nurse or other health care provider of any changes in their condition.
5. The responsibilities to pay their bills promptly, to provide the necessary insurance information for processing them and to ask any question they have about them as soon as possible.

Grievances may be first directed to the Southwestern Endoscopy Center's Director at 724-439-8906 or to the State Agency:  
PA Department of Health; Health Facility Quality Examiner. 11 Stanwix Street, Room 410, Pittsburgh, PA 15222  
1-800-254-5164

Office of the Medicare Beneficiary Ombudsman Website: <http://www.cms.hhs.gov/ombudsman/resources.asp>

Southwestern Endoscopy Center, LLC is owned and operated by: Southwestern Gastrointestinal Specialist, PC  
The Uniontown Hospital-Fayette Health Management