



## PATIENT RIGHTS AND RESPONSIBILITIES

The Center has adopted the following policies in regard to Patients' Rights and Responsibilities:

### RIGHTS

#### ***You, Your Representative, or Surrogate Have the Right to:***

1. Receive care in a respectful and courteous manner. Not to be discriminated against and to receive care in a safe setting free from abuse or harassment.
2. Receive privacy concerning your medical care. Discussions and consultations of your care as well as examinations, treatments and records are confidential and should be conducted in a discreet manner.
3. Know the names of the employees and the medical staff members that treat you.
4. Be fully informed about a treatment or procedure and the expected outcome before it is performed. Refuse treatment as permitted by law.
5. Know the provisions the Center has arranged for handling emergency care and after-hours care.
6. Have all reasonable requests responded to promptly and adequately within the capacity of Portland Endoscopy Center.
7. Be informed by a Medical Staff member of your continuing health care requirements after discharge from the Center. You may have a designee assigned to receive this information.
8. Review your bill and receive a detailed explanation of all fees for specific services, regardless of the payment source.
9. Have your rights apply to any person with the legal responsibility to make medical care decisions for you.
10. An interpreter or use of alternative communication techniques/aids as needed.
11. Portland Endoscopy Center honors advance directives. If you have an advance directive please mail or bring a copy with you on your procedure date. All patients have a right to formulate an advance directive consistent with applicable State law. In the event a patient should suffer a cardiac or respiratory arrest or other life-threatening situation, Portland Endoscopy Center staff will attempt to resuscitate a patient and transfer that patient to a higher level of care and send a copy of the advanced directive (if available). This will apply to all procedures performed at Portland Endoscopy Center. *State law and forms on this issue are provided at <http://www.maine.gov/dhhs/oes/resource/rit2chew.htm>*
12. Know your physician has a financial interest in and ownership of the facility in accordance with federal and state regulations.
13. Refuse to participate in experimental research.
14. Know what responsibilities you have as a patient.
15. Know you can change your provider if other qualified providers are available.

## RESPONSIBILITIES

### ***You Have the Responsibility to:***

1. Observe the rules and regulations of the Center for your stay and treatment. Be considerate of other patients and facility personnel.
2. Read and understand all consents you sign. Report to the staff if you do not understand the planned course of your treatment and what is expected of you.
3. Follow up on your doctor's instructions, take medications when prescribed, and ask any questions you might have concerning your health care.
4. Inform providers of your current health status and all medication you take including over-the-counter products and supplements.
5. Act responsibly in your treatment plan and comply with treatment recommendations. Failure to do so can adversely impact on the desired clinical results.
6. Indicate if you feel your privacy and/or safety is being violated.
- 7. Provide a responsible adult to transport you home after your procedure.**
8. Pay financial obligations stated in our financial policy.
9. Respect Portland Endoscopy Center's property and equipment.
10. File a grievance if you feel your rights have been violated. The Office of Medicare Beneficiary Ombudsman is listed below, as well as the State agency to which you can report complaints.
- 11. If you have an Advance Directive, please provide us with a copy.**

### **Portland Endoscopy Center**

Melissa Gousse, Practice Administrator  
Sally B. Willis, RN, Clinical Nurse Manager  
(207) 773-7964  
Fax (207) 773-9073

### **Maine Department of Human Services**

Division of Licensing and Regulatory Services  
Licensing and Certification Manager  
41 Anthony Avenue, 11 State House Station  
Augusta, Maine 04333  
(207) 287-9300  
Fax (207) 287-9304

### **Office of Medicare Beneficiary Ombudsman**

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>  
#1-800-MEDICARE (1-800-633-4227)  
TTY #1-877-486-2048  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, MD 21244-1850