

Your Patient Rights at Digestive Disease Specialists, Inc. and its affiliates

We consider you a partner in your care. When you are well informed, participate in treatment decisions and talk openly with your doctor and other health professionals, you help make your care as effective as possible.

You have the right to:

- ◆ Receive services without regard to race, color, age, sex, sexual orientation, religion, marital status, handicap, national origin, or sources of payment for care.
- ◆ Be treated with respect, consideration and dignity.
- ◆ Be provided a safe environment for self and family.
- ◆ Be provided reasonable physical access.
- ◆ Express your spiritual beliefs and cultural practices as long as they do not harm others or interfere with others medical care.
- ◆ Be informed, to the extent known, about your medical condition, planned treatments, options, likely outcomes, and expected incapacitation and to discuss this information with your doctor. When medically inadvisable to give such information to a patient, the information is provided to a family member or person designated by the patient to be a legally authorized person.
- ◆ Participate in decisions involving your healthcare, except when participation is contraindicated for medical reasons.
- ◆ Be informed, when appropriate, of the treatment policy for an un-emancipated minor not accompanied by an adult.
- ◆ Know the names and roles of the people helping with your care.
- ◆ Be provided with appropriate privacy during care.
- ◆ Expect that all disclosures and records be treated confidentially, except when required by law, and to be given the opportunity to approve or refuse their release.
- ◆ Consent or refuse to take part in research activities, investigational studies or clinical trials regarding your care and to participate in care decisions throughout the process.
- ◆ Have an advance directive, such as a living will or health proxy.
- ◆ Have your pain level addressed and methods for appropriate care for pain management discussed with you or your designee.
- ◆ Have care transferred to another physician or facility and receive the complete information about the need for and alternatives to referral.
- ◆ Be informed of your rights to change specialty physicians if other qualified physicians are available.
- ◆ Have access to your medical record and have the information explained to you.
- ◆ Refuse treatment and be informed of consequences of refusing treatment or not complying with therapy.
- ◆ Be informed as to:
 - Expected conduct and responsibilities as a patient
 - Services available from the facility
 - Provisions for after-hours and emergency care
 - Fees for services and payment policies
 - Disclosure of ownership
 - Procedure for reporting public health concerns to the appropriate authorities
- ◆ Access the ethics committee if you feel care was not given in an ethical manner.
- ◆ Voice complaints about your care, have complaints reviewed and when possible resolved.

If you have a grievance or want to make a complaint in writing and need help, the Manager can assist you.