

Patient Rights

We have adopted the following written policies concerning Patient's Rights, Responsibilities, and Complaint Procedure. Patients have the right:

1. To considerate and respectful care.
2. To know the name of the physician responsible for coordinating their care. The patient also has the right to know the name of the person responsible for the procedures and/or treatment.
3. To refuse treatment to the extent permitted by law.
4. To every consideration of their privacy concerning their own medical care program. Case discussion, consultation, examination, and treatment are confidential and are conducted discreetly. Those not directly involved in the patients care need permission of the patient to be present. Verbal permission allowing the persons named below will be documented on the multidisciplinary assessment form by the pre-op RN. There is no obligation for the patient to permit PA students, residents following our physicians or equipment reps in the room during the procedure, and that decision will not affect their care in any way.
5. To expect that all communications and records pertaining to their care will be treated as confidential.
6. To expect that within its capacity as a medical practice and an ambulatory surgery center, we will make reasonable response to the request of a patient for service.
7. To obtain information as to the relationship of our health facility to other health care and educational institutions insofar as their care is concerned.
8. To be advised if we propose to engage in or perform human experimentation affecting their care or treatment. The patient has the right to refuse to participate in such research projects.
9. To examine and receive an explanation of their bill regardless of source of payment. They also have the right to know fees for specific services.
10. To know what provisions we have for after-hours and emergency care.

Patient Responsibilities

Patients have the responsibility of:

1. Being considerate to all personnel and other patients and to insure that their visitors are also considerate to other patients and personnel.
2. Observing all policies.
3. Supplying accurate and complete medical history information to their physician and others.
4. Informing the physician and appropriate personnel about any changes in their health status. Patients should also let them know if they do not understand the instructions that they receive or if they cannot follow them.
5. Keeping appointments and the responsibility of informing us when they cannot.
6. Providing information necessary to ensure processing bills by us and to plan for the payment of those bills as soon as possible.
7. Responding to surveys.

Advance Directives

Advance Directives are written instructions that tell your physician what kind of care you would like to have if you become unable to make medical decisions. They do not take away your right to decide about your current healthcare needs. However, we do NOT recognize Advance Directives. In all instances of emergency or life threatening situations, life sustaining treatment will be started; all possible measures will be taken to resuscitate you. You will be transferred to a hospital for further treatment and evaluation.

Disclosure of Ownership

Patients have the right to know if their physician has a financial interest in the Endoscopy Center. The following physicians are investors at Surgical Centers of Michigan : Dr. Sante Bologna, Dr. John Weber, Dr. Richard Wille, Dr. Partha Nandj, Dr. M. Emin Donat, Dr. Leonard Quallich, and Dr. Anezi Bakken.

Patient Rights and Responsibilities

Surgical Centers of Michigan is a state of the art endoscopy facility designed to meet and exceed your health care expectations. Our staff works in a collaborative manner with you and your physician to achieve the highest



standards of care and ensure privacy and provide comfortable surroundings for you and your family. Please inform our staff of any special needs that you may have while at the facility.

In an effort to maintain our commitment to service excellence, the following information is provided to assist you regarding your rights and responsibilities as a patient at our facility. Please direct questions to your physician, nurse or any other staff person regarding your procedure and treatment.

Respect and Dignity

It is our goal and objective to ensure that your experience is comfortable and exceeds your expectations. We work hard to respect your privacy. Information about your stay is maintained in a confidential manner. As part of our commitment to excellence, accrediting and licensing agencies as well as your insurance carrier can potentially review your information. Your information will not be provided to friends or family unless specifically authorized by you.

The nursing staff is committed to providing adequate comfort for all patients. Please let your nurses know how we can assist to reduce or eliminate your pain or anxiety.

References and Contact Information

In the event you have a grievance you may contact:

www.medicare.gov/navigation/help-and-support/ombudsman.aspx

State Of Michigan
Michigan Department of Licensing & Regulatory Affairs
PO Box 30664
Lansing, MI 48909
1-800-882-6006

Management
Surgical Centers of Michigan
4600 Investment Dr. Suite270
Troy, MI 48098
248-267-6222

You may also express a complaint to State officials by toll-free telephone, by facsimile, by mail, or by completing a complaint form on-line: Michigan Department of Consumer & Industry Services, Bureau of Health Services Operations, Complaint Investigation Unit, Post Office Box 30664, Lansing, Michigan 48909
Telephone:(800) 882-6006 Facsimile:(517) 241-0093 www.cis.state.mi.us/fhs/complaints/onlineform.htm

Additionally, satisfaction concerns of Medicare patients may be directed to the Office of the Medicare Beneficiary Ombudsman: www.cms.hhs.gov/OpenDoorForums/20_ODF_MedicareBeneficiaryOmbudsman.asp

Please feel free to contact Macomb Endoscopy Center at (586) 726-8436 if we can answer any other questions about our patient care philosophy and policies.

Surgical Centers of Michigan adopted a Bill of Rights on June 29, 2013 and was approved by the Governing Board.

These policies and procedures are made available to patients, to any guardian, next of kin, sponsoring agencies, or representative payees selected pursuant to Section 205 (j) of the Social Security Act, and Subpart Q of Part 404 of this chapter and to the public.

The Endoscopy Staff is trained and involved in the implementation of these Policies and Procedures

Sante Bologna MD

John Weber MD

Richard Wille MD

Partha Nandi MD

Emin Donat MD

Leonard Quallich MD

Anezi Bakken MD

