



Patient Rights and Responsibilities

Ownership:

Conflict of Interest- GAB Endoscopy Center Ltd., (this ambulatory surgical center), and some ancillary services are owned by physicians practicing medicine as TDDC (Texas Digestive Disease Consultants) employees, associates or shareholders.

Independent Contractor Status:

Relationship- Physicians, dentists and certified registered nurse anesthetists perform their services as independent contractors and are not employees of GAB Endoscopy Center Ltd.

Patient Rights:

Choice- The patient has the right to be treated at another facility by the physician, dentist or certified nurse anesthetist of his/her choice.

Consideration, Dignity, and Respect- The patient has the right to dignified, considerate, respectful care at all times. The patient and family have the right to consideration of the psychosocial, spiritual and cultural variables that influence the perceptions of illness, recovery, grievance and death.

Privacy and Confidentiality- The patient has the right to every consideration of privacy concerning his/her medical care. Examination and treatment are confidential and should be conducted discreetly. The patient has the right to expect all communication and records pertaining to his/her care and kept confidential unless the patient authorizes a release of records/information.

Safety and Security- The patient has the right to care that optimizes comfort and dignity through treatment of primary and secondary symptoms that respond to treatment, as the patient desires.

Communication- The patient has the right to make decisions, in collaboration with his/her physician, involving his/her health care.

Consent- The patient has the right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment.

Care Decisions and Advance Directives- The patient has the right to have their guardian, next of kin or legally authorized responsible person, exercise their rights, as delineated by the patient, to the extent permitted by law. This documentation is known as an Advance Directive and a patient may execute it at anytime. The patient has the right to exclude any or all family members from participation in his/her care. The facility will abide by patient's advance directives and maintain a copy in the patient's medical record. The patient has the decision on withholding resuscitation services or the withdrawal of life sustaining treatment to be communicated to all health professionals involved in his/her care. If this information is not provided prior to the procedure it is the facility's policy to seek and initiate emergency care when medically indicated.

Information- The patient has the right to receive, from his/her physician complete and current information concerning his/her diagnosis and treatment prognosis in terms the patient can be expected to understand. When it is not medically advisable to give such information to the patient, the information should be given to a designated HIPPA contact.

Refusal of Treatment- The patient has the right to refuse treatment, to the extent permitted by the law, and to be informed of the medical consequence of his/her action.

Access to Protective Services- The patient has the right to be informed of any human experimentation or other research/educational projects affecting his/her care or treatment.

Nondiscrimination- The patient and family have the right to care without fear of discrimination.

Facility Charges- The patient and family have the right to examine and receive an explanation of the benefits.

Transfer and Continuity of Care- The patient has the right to expect reasonable continuity of care.

Patient Responsibilities:

Providing Information- The patient has the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalization, medication and other matters relating to his/her health. The patient is responsible to report unexpected changes in his/her condition. The patient is responsible for reporting whether he/she fully comprehends the course of action to be taken and what is expected of him/her.

Asking Questions- The patient is responsible for understanding his/her illness and treatment. If the patient does not understand, we expect questions to be asked.

Following Instructions- The patient is responsible for following the treatment plan recommended by the responsible physician. This includes carrying out the coordinated plan of care. The patient is responsible for keeping appointment(s) and, when unable to do so for any reason, for notifying the office.

Accepting Consequences- The patient is responsible for the consequences if treatment is refused, or the recommended course of treatment is not followed.

Fulfilling Financial Obligations- The patient is responsible for assuring the financial obligations of his/her health care is fulfilled as promptly as possible.

Facility Rules and Regulations- The patient and family are responsible for following the facility's rules and regulation affecting patient care and conduct.

Emergencies:

Physicians can be contacted at his/her office number or if a patient is in need of immediate assistance he/she should go to the nearest emergency room or call 911.

Grievances:

The patient and family have the right to express a concern or grievance regarding our facility; grievances may be directed to the administrator at **(210) 253-3430**.

Complaints: May be filed with the following agencies.

Texas Medical Board
Attention: Investigations
333 Guadalupe Tower 3, Suite 610
P.O. Box 2018, MC-263
Austin, TX 78768-2018
Telephone Number: 1-800-201-9353

Texas Department of Health
Facility Licensure and
Certification Division
110 W. 49th Austin St
Austin, TX 78956
Telephone Number: 1-888-973-0022

**Joint Commission on Accreditation of
Healthcare Organization (JCAHO)**
Division of Accreditation Operations
Office of Quality Monitoring
One Renaissance Blvd
Oakbrook Terrace, IL 60181
Fax: 1-630-792-5636
Email: complaint@jcaho.org