

PATIENT BILL OF RIGHTS



In recognition of our responsibility in rendering patient care, these rights are affirmed in the policies and procedures of the **Evergreen Endoscopy Center, LLC**.

To receive services without regard to race, color, age, sex, sexual orientation, religion, marital status, disability, national origin, or sponsor.

To be provided with respect, courtesy, and dignity.

To be provided a secure environment for self and property

To be provided with appropriate privacy.

To expect that all disclosures and records are treated confidentially, except when required by law, and to be given the opportunity to approve or refuse their release.

To be provided to the degree known, complete information regarding their diagnosis, treatment, prognosis, risks, alternative treatments, and consequences for not complying with therapy. When it is inadvisable to give such information to a patient, the information is provided to a legally designated authorized person.

To be given to opportunity to participate in decisions involving their health care.

To be informed, when appropriate, of treatment policies regarding a non-emancipated minor not accompanied by an adult.

To refuse treatment and be informed of consequences of refusing such treatment or not complying with therapy.

To be informed of the physician responsible for their treatment. The patient has a right to change primary or specialty physicians if other qualified physicians are available

To 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

- Payment policies

- Right to refuse participation in investigational studies or clinical trials

- Disclosure of ownership

- Methods for expressing grievances and suggestions to the facility

- Procedure for reporting public health concerns to the appropriate authorities

State of Connecticut
Department of Public Health
Complaint Supervisor
410 Capital Ave, MS#12, FLIS
Hartford, CT. 06134
1-860-509-7400

Medicare Beneficiary Ombudsman
<http://www.cms.gov>
1-800-638-6833

Medicare Complaints Hotline
1-888-973-0022

Department of Health and
Human Services
<http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>
1-800-447-8477