



Endoscopy Center Patient Rights

Thank you for choosing Wilmington Health Endoscopy Center.

- **Patients have the right to know** that they may have physicians performing their procedure who have a financial interest, by ownership, in the Wilmington Health Endoscopy Center.
- **Patients have the right to be treated with dignity** and to receive courteous, considerate and respectful care.
- **Patients have the right to expect that the staff have been fully credentialed** and are competent to perform the treatments and procedures for which they have privileges.
- **Patients have the right to obtain from their physician their diagnosis, treatment plan and prognosis** in language clearly understandable in “lay” terms.
- **The patient has the right to give informed consent** prior to the commencement of the procedure.
- **The patient has the right to refuse treatment** within the confines of the law, to participate in his care and to be informed of the medical consequences for refusal of care.
- **The patient has the right to have his privacy respected.** The organization has embraced the HIPAA regulations regarding the patient’s right to privacy.
- **The patient has the right to expect care regardless of age, race, color, sexual orientation, religion, marital status, sex, national origin, handicap, source of payment or sponsor,** where additional arrangements can be made.
- **The patient has the right to expect interpretive services, visual and auditory aids will be made available.**
- **The patient has the right to expect that referral or transfer will occur if necessary.**
- **The patient has the right to obtain information regarding relationships between the organization and other healthcare and educational institutions,** in so far as care is concerned.
- **The patient has the right to be advised when the facility is involved in research and human experimentation** affecting his care or treatment.
- **The patient has the right to expect continuity of care among his healthcare team.**
- **The patient has the right to be informed of fees for services and payment policies.**
- **The patient has the right to be free from mental, physical, sexual and verbal abuse** and the right to have any allegations investigated by the institution.
- **The patient has the right to be informed of provisions for after-hour and emergency coverage.**
- **The patient has the right to expect truth in advertising by the organization.**
- **The patient has the right to know whether or not the organization accepts his insurance,** including Medicare, prior to his treatment.
- **The patient has the right to know that the organization makes decisions regarding the provision of ongoing care,** treatment and discharge based on the assessment of the patient.
- **Patients have the right to make suggestions regarding changes in policies and procedures of the organization** and to file a grievance without fear of reprisal.
- **Patients have the right to review, inspect and amend their health record** to include disclosures.
- **The patient has the right to have an advance directive.** However any such directive will not be followed during his surgical event/appointment.
- **The patient has the right to know that staff will be responsive to his complaints regarding pain** and will provide pain prevention and management.
- **Patients also have the right to contact the accreditation agency, the state and CMS** regarding issues and/or complaints surrounding the quality of their care. The notice of this right along with the proper addresses and contact information are clearly displayed.



Your rights as a patient with regards to complaints/grievances and your safety:

We want to do our best to provide you with excellent care and services. We are all dedicated to meeting your needs, keeping you safe, and making your stay with us as comfortable as possible.

Should we fail to meet your expectations or if you are dissatisfied with your care, Wilmington Health Endoscopy Center has procedures in place to help you communicate your concerns and get them resolved.

Federal and State laws also give you specific rights with regard to filing grievances and complaints regarding your care and service at Wilmington Health Endoscopy Center.

The most important thing you can do is let us know about your concerns right away.

Any of our staff members will do his/her best to help. If our staff member is unable to meet your needs, please ask to speak with a manager. Let them know exactly what the problem is and how they can help.

If you are still not satisfied, you may file a grievance. You may file an internal grievance (with WHEC) by contacting the Director at 910-341-3387 or in writing Director-Wilmington Health Endoscopy Center, 1202 Medical Center Drive, Wilmington, NC 28401. After filing a grievance you may expect an acknowledgement of the grievance and a written response within 30 days to include:

- The name of a contact person
- The decision of the Endoscopy Center
- The steps taken to investigate your grievance
- The results of the grievance
- Any changes implemented resulting from investigation for Quality Improvement.

In the event you wish to contact a regulatory agency please contact:

North Carolina Department of Health and Human Services (NCDHHS)

Division of Health Service Regulation (DHSR)

Complaint Intake Unit (CIU)

Division Contact: Rita Horton

Complaint Hotline: **1-800-624-3004 (within N.C.) or 919-855-4500**

Complaint Hotline Hours: 8:30 a.m. – 4:00 p.m. weekdays, except holidays.

Fax: 919-715-7724

Mailing Address: 2711 Mail Service Center, Raleigh, NC 27699-2711

Additionally, the Office of the Medicare Beneficiary Ombudsman is available at

<http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx>



Endoscopy Center Patient Responsibilities

Patients also have certain responsibilities which can directly impact the outcome of the care delivered:

- **Patients have the responsibility of informing the organization truthfully regarding the presence, or absence, of an adult care person**, to be in attendance for the patient postoperative instructions and transportation.
- **Patients have the responsibility of following preoperative and postoperative instructions** and of asking questions or seeking clarification where his understanding of such instructions is questionable.
- **Patients have the responsibility to provide information about past illnesses**, hospitalizations, medications, allergies, sensitivities and other matters relating to their health – and to answer all questions concerning these matters to the best of their ability.
- **Patients have the responsibility to advise the organization of barriers to their learning**, such as visual, auditory or other deficits to include language barriers. This is important so that the organization can make arrangements to support the patient in the identified area.
- **Patients have the responsibility to report changes in their condition** and status to the organization representative and their physician in a timely manner.
- **Patients have the responsibility of being considerate and respectful** to members of the organization's staff and healthcare workers. It is, furthermore, their responsibility to ensure that their family members or care persons are equally considerate and respectful.
- **Patients have the responsibility for paying promptly** or making arrangements for the payment of their bills and for providing all required information for insurance processing.
- **Patients have the responsibility for keeping all appointments** at their scheduled time, or for contacting the organization as soon as possible should circumstances change.
- **Patients have the responsibility for advising the organization's staff members regarding pain needs.**