

# GASTROENTEROLOGY ASSOCIATES OF ROCHESTER, LLP

## PATIENT RIGHTS, RESPONSIBILITIES AND SERVICES

### PATIENT RIGHTS:

Patients have the right to be treated with respect, consideration and dignity. They have a right to privacy.

Patient records and disclosures are treated confidentially, and except when required by law, patients are given the opportunity to approve or refuse their release.

Patients are involved in all aspects of care. Informed consent, following a discussion of risks, benefits and alternative, will be obtained. The patient has the right to information about the current diagnosis, evaluation, treatment and prognosis. If it is not advisable to give such information to the patient for health reasons, the information will be available to a person designated by the patient or a legally authorized person.

Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated.

Patients have the right to refuse any diagnostic procedure or treatment, and to be advised of the likely medical consequences of such refusal.

Patients have the right to education to address their needs. The educational process should consider the patient's values, abilities, readiness to learn and patient and family responsibilities in the care process.

Patients have the right to know who will be delivering the care and the qualifications of such individual.

Patients have the right to change the practitioner if other qualified practitioners are available.

Patients have the right to know that the office is accredited by AAAASF and the AAAASF certificate is displayed in the waiting room.

Patients have the right to inspect and obtain a copy of their medical records. In addition, the patient has the right to expect a reasonable and timely transfer of information from one practitioner to another when required. Charges for copies of medical records should not exceed the charges provided for by Section 17 of the Public Health Law.

Patients have the right to fees for services and to receive information concerning the bill for services and payment policies.

Patients have the right to request information regarding advanced directives.

Patients have the right to review credentialing information of health care professionals.

Patients have the right to express suggestions regarding policies, procedures, complaints, and grievances and should address these to the Office Manager.

Patients have the right to know that all of our practitioners are covered by malpractice insurance.

Patients have the right to know the fees for services provided and that these services are medical and diagnostic gastroenterology services.

Patients have the right to know that Emergency and After Hours Services are provided by Unity Park Ridge Hospital Emergency Services.

Patients have the right to written Payment Policies prior to their first visit and they can receive a copy by calling the office.

Gastroenterology Associates of Rochester provide Gastroenterology and Hepatology Services.

#### PATIENT RESPONSIBILITIES:

Patients have the responsibility to provide complete and accurate information to the best of their ability about their health, medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.

Patients have responsibility to follow the treatment plan prescribed by their provider and participate in their care.

Patients have responsibility to provide a responsible adult to transport them when they are, or will be, unable to drive and remain with them for 24 hours if requested by the provider.

Patients have responsibility to inform their provider about any living will, medical power of attorney, or other directive that could affect their care.

Patients have responsibility to accept personal financial responsibility for any charges not covered by their insurance.

Patients have responsibility to be respectful of all health care providers and staff, as well as other patients.

#### **Concerns/Problems/Complaints**

If you have a concern, problem or complaint related to any aspect of your care during your stay, please speak to your doctor, nurse or our compliance officer at (585) 720-1550. If your problem does not get resolved, you may contact the Office of Professional Medical Conduct at the address and phone below. New York State Department of Health, Office of Professional Medical Conduct, 433 River Street, Suite 1000, Troy, NY 12180  
1-800-663-6114