



Patient Rights and Responsibilities

All patients receiving services at Lafayette General Endoscopy Center shall have the following rights and responsibilities:

Enumeration of Rights

- Each patient shall have the right to be treated with respect, consideration and dignity, and with prompt and timely attention to his or her needs;
- Each patient shall have the right to appropriate and professional quality services without discrimination based on race, color, sex, or national origin, handicap, or advance directive status;
- Each patient shall have the right to receive information regarding their care and treatment in a manner that can be reasonably understood;
- Each patient shall have the right to have his or her possessions treated with respect;
- Each patient shall have the right to privacy and confidentiality of all information related to care in accordance with required regulatory reporting;
- Each patient shall have the right to receive information explaining care and treatment which will be provided, what the anticipated cost of services will be, how payment for services will be handled and what portion of the financial obligation will be due from the patient;
- Each patient shall have the right to discuss benefits, risks and cost of appropriate treatment alternatives;
- Each patient shall have the right to receive complete information from his or her physician addressing diagnosis, recommended course of treatment, and prognosis.
- Each patient shall have the right to complete freedom of choice in selection of healthcare providers;
- Each patient shall have the right to receive care from professionally competent personnel;
- Each patient shall have the right to accept or refuse treatment or other healthcare recommended by the physician, and to be informed of the reasonably anticipated consequences of such acceptance or refusal;
- Each patient shall have the right to participate in decisions regarding his or her care;
- Each patient shall have the right to be informed of the function, qualification and name of any person providing care and services;
- Each patient shall have the right to be advised of any potential conflict of interest which physicians may have in respect to other providers or entities to which the patient may be referred;
- Each patient shall have the right to recommend changes in service, make a complaint, and to be provided with information on how to do so;
- Each patient shall have the right to be notified of anticipated termination of services and to be referred elsewhere for continued access to healthcare services.
- Each patient shall have the right to refuse to participate in experimental research.

IF A PATIENT, FAMILY MEMBER, OR APPOINTED HEALTHCARE REPRESENTATIVE FEELS THAT ONE OF THE ABOVE RIGHTS HAVE BEEN DENIED OR THAT THE PATIENT RECEIVED TREATMENT VIOLATING ONE OF THE RIGHTS LISTED ABOVE, THEY HAVE A LEGAL RIGHT TO FILE A GRIEVANCE COMPLAINT. CONTACT INFORMATION IS LISTED BELOW.

LGEC CONTACT

Marsha Williamson, RN
Lafayette General Endoscopy
1211 Coolidge Blvd., Suite 302
Lafayette, LA 70503
CALL: 337-289-8249
FAX: 337-289-8246
WEB: marsha@gastroclinic.com

DHH CONTACT

Rene` Hullinger
LA Dept. of Health & Hospitals
PO Box 3767
Baton Rouge, LA 70821-0629
CALL: 225-342-2205
FAX: 225-342-0157
WEB: <http://www.dhh.louisiana.gov/>

MEDICARE BENEFICIARY

Medicare Beneficiary Ombudsman
CALL: 1-800- Medicare or 1-800-633-4227
WEB: www.cms.hhs.gov/center/ombudsman

Enumeration of Responsibilities

- Each patient shall be responsible for providing accurate and complete information regarding his or her health history;
- Each patient shall be responsible for notifying LGEC of any changes in his or her advance directives and providing a copy of the advance directives for inclusion in the medical record;
- Each patient shall be responsible for providing all requested insurance and financial information;
- Each patient shall be responsible for signing necessary consents and releases;
- Each patient shall be responsible for participating in his or her care;
- Each patient shall be responsible for keeping scheduled appointments or notifying the office of cancellation if unable to keep the appointment;
- Each patient shall be responsible for following the recommended plan of treatment and care instructions;
- Each patient shall be responsible for reporting problems, concerns or complaints;
- Each patient shall be responsible for accepting responsibility for his or her own decisions to refuse treatment or failure to follow the plan of care;
- Each patient shall be responsible for treating the physician and staff of the Center with respect and consideration;
- Each patient shall be responsible for fulfilling financial obligations for services received.

IF A PATIENT, FAMILY MEMBER, OR APPOINTED HEALTHCARE REPRESENTATIVE FAILS TO FULFILL ANY OF THE ABOVE LISTED RESPONSIBILITIES, THE ATTENDING PHYSICIAN HAS A RIGHT TO INITIATE THE PROCESS TO REMOVE THE PATIENT FROM HIS/HER MEDICAL PRACTICE. COPY OF SAID PROCESS CAN BE OBTAINED FROM FACILITY'S NURSE ADMINISTRATOR.