



Federal Regulations now require Healthcare Facilities to notify each patient of the following information.

Patient Rights

The patient has the right to expect the following from his/her Physician and Northwest Endoscopy Center staff:

Respect

- The patient has the right to respectful care given by competent personnel.

Consideration

- The highest priority will be given to the patient's personal needs and requests within the confines of the Center's Policy and Procedures.
- The patient has the right to quality care and services delivered pursuant to high professional standards that are consistently reviewed and consistently maintained.
- The patient has the right to medical services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability or source of payment.
- Any patient who does not speak English shall have access, where possible, to an interpreter.
- The patient has a right to expect that the Center will be managed in a fashion that encourages efficiency and ensures the patient's comfort and safety.
- The patient has the right to expect emergency procedures to be readily available and implemented without unnecessary delay.

Dignity/Privacy

- Personal Privacy: Having respect for a patient's privacy will include these procedures: the patient will change into their gown in a private curtained area, the procedure room, or restroom. All questions regarding the patient's medical condition and history will be within the confines of the curtained area or an area separate from other patients. The cubicle curtains are always drawn between patients and completely around the patient when redressing for discharge.
- The patient has the right to privacy regarding his or her own medical care. Case discussion, consultation, examination, and treatment are considered confidential and shall be discussed discreetly with the patient.
- Be free from all forms of abuse or harassment.

Confidentiality

- Confidentiality of medical records. The ASC must comply with the Department's rules for the privacy and security of individually identifiable health information, as specified by at 45 CFR parts 160 and 164.
- A patient has the right to have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements. No information will be disclosed to third parties without patient approval and/or notification.
- Any information given to other offices or insurance companies is done with the patient's knowledge and approval. The patient has the right to refuse the release of their medical records.
- All Physicians and employees sign a statement of confidentiality that is kept in their credentialing file.

Information

- The patient has the right, upon request, to be given the name of his/her attending physician, the names of all other physicians directly participating in his/her care, and the names and functions of other health care personnel having direct contact with him/her.
- The ASC must disclose, when applicable, physician financial interests or ownership in the ASC facility. Disclosure of information must be in writing and furnished to the patient in advance of the procedure date.
- The patient has the right to request information regarding their providers' credentials.
- The patient has the right to be informed of the services provided at the Center, and the provisions for off-hour emergency coverage.
- The patient has the right to know what Center rules and regulations apply to his/her conduct as a patient.

- The patient has the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatment and possible complications (Consent, Discharge Instructions, Patient Education handouts). When it is not medically advisable to give the information to the patient, the information shall be given on his/her behalf to a responsible person. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the procedure.
- The Center shall provide the patient, or designee of the patient, upon request, access to information contained in his/her medical records, unless the attending practitioner specifically restricts access for medical reasons.
- If an emergency arises, and the patient is transferred to another facility, the responsible party shall be notified. The facility to which the patient is to be transferred shall be notified prior to the patient's transfer.
- The patient has the right to have information regarding advance directives, as required by state or federal law and regulations.
- Provide the patient or, as appropriate, the patient's representative in advance of the date of the procedure, with information concerning its policies on advanced directives, including a description of applicable State health and safety laws and, if requested, official State advance directive forms.
- Document in a prominent part of the patient's current record, whether or not the individual has executed an advanced directive.
- The patient has the right to examine and receive a detailed explanation of his/her bill for services.
- The patient has the right to be informed about procedures for expressing suggestions/concerns to the facility and policies regarding grievance procedures as required by state and federal law and regulations. The patient also has a right to voice a grievance regarding treatment or care that is (or fails to be) furnished.
- The ASC must establish a grievance procedure for documenting the existence, submission, investigation, and disposition of a patient's written or verbal grievance to the ASC.
- All alleged violations/grievances relating, but not limited to, mistreatment, neglect, verbal, mental, sexual, or physical abuse, must be fully documented.
- All allegations must be immediately reported to a person in authority in the ASC. Only substantiated allegations must be reported to the State authority or the local authority, or both.
- The grievance process must specify timeframes for review of the grievance and the provisions of a response.
- The ASC, in response to the grievance, must investigate all grievances made by a patient or the patient's representative regarding treatment or care that is (or fails to be) furnished.
- The ASC must document how the grievance was addressed, as well as provide the patient with written notice of its decision. The decision must contain the name of an ASC contact person, the steps taken to investigate the grievance, the results of the grievance process, and the date the grievance process was completed.
- The patient has the right to expect that the Center will provide information for continuing health care requirements following discharge and the means for meeting them.
- The patient will be informed of his/her rights prior to the date of the procedure.

Participation in care

- The patient has the right to actively participate in decisions about his/her care.
- A patient may refuse to participate in a research project. A patient may refuse to continue in a program to which he/she has previously given informed consent.
- A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of medical consequences of the patient's refusal of drugs or procedures.
- Patients may also change Physicians, at their own discretion.

Patient Responsibilities

The patient has the responsibility to do the following:

Follow directions. The patient is responsible for following any directions given pre-procedure, e.g., the preparation for the procedure and any written instructions given at discharge.

Ask questions. The patient is encouraged to ask any and all questions of the Physician and Endoscopy Center staff in order that he or she may have full knowledge of the procedure and after care.

Provide accurate information. The patient is asked to provide current information for the registration process and to be as clear and complete as possible in giving their medical history prior to the procedure.

Accept financial responsibility. The patient is responsible for the bill if they have no insurance coverage. The insured patient is responsible for the portion of the bill deemed by the insurance company to be their co-pay, deductible or remaining responsibility.

Patient Grievances

Patients and family are encouraged to help the facility improve its understanding of the patient's environment by providing feedback, suggestions, comments and/or complaints regarding the service needs and expectations.

A complaint or grievance should be registered by contacting the Center's Nurse Manager or a patient advocate at the Washington State Department of Health or Medicare. See numbers listed below.

The Center will respond in writing (if applicable) with notice of how the grievance has been addressed.

Contacts: Northwest Endoscopy Center, LLC
Sandra VanderYacht, Nurse Manager
2930 Squalicum Parkway, #202
Bellingham, WA 98225
(360) 734-1420
sjvanderyacht@hinet.org

Washington State Department of Health
HSQA Complaint Intake
P.O. Box 47857
Olympia, WA 98504-7857
1-800-633-6828 or 360-236-4700
HSQAComplaintIntake@doh.wa.gov

Medicare Beneficiary Ombudsman
1-800-MEDICARE (1-800-633-4227)
www.medicare.gov/Ombudsman/resources.asp

Notice Regarding Advance Directives and/or Living Wills

The Governing Body has reviewed and approved the following standards regarding Advance Directives and/or Living Wills in the Center:

In the event a life-threatening emergency occurs, the Center will implement the following on all patients

- Perform emergency procedures as necessary to stabilize the patient
- Transfer the patient to St Joseph Hospital, Peace Health where the attending Physician and family can make an informed decision regarding the patient's well being

If, at any time during the patient's stay, the patient, family and/or physician do not agree with the policies of the Center regarding Advance Directives and/or Living Wills, arrangements will be made to provide care in another location or by another practitioner without discrimination or malice toward the Center, its staff, the physician, or the patient and family

Physician Participation

This is to inform you that your physician might have a financial interest or ownership in this center. The following are physicians who have a direct ownership interest:

Alan Chang, MD	NPI# 159872242	2979 Squalicum Parkway, #301 Bellingham WA 98225
Barry Levenson, MD	NPI# 1356335905	2979 Squalicum Parkway, #301 Bellingham WA 98225
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