



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

Patient Rights

The patient may exercise all their rights without fear of discrimination or reprisal. 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 and spiritual 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 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.
- The patient has the right to be free and protected from all forms of abuse or harassment and have access to protected services.

Confidentiality

- Confidentiality of medical records. The Center must comply with rules for the privacy and security of individually identifiable health information, as specified by 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 Center must disclose, when applicable, Physician financial interests or ownership in the facility. Disclosure of information must be in writing and furnished to the patient in advance of their procedure.
- 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 and their family, 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 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 without fear of restraint, interference, reprisal, discrimination, or denial of care.
- The Center must establish a grievance procedure for documenting the existence, submission, investigation, and disposition of a patient's grievance to the Center.
- 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 Center. 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 Center, 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 Center 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 a Center 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 a right to a timely complaint resolution, usually within 12 business days of receipt of the complaint.
- 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 their procedure.
- The patient will be informed of unanticipated outcomes.

Participation in care

- The patient has the right to actively participate in decisions about his/her care, as well as resolving problems with care decisions.
- 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.
- The patient has the right to have family input in care decisions, in compliance with existing legal directives of the patient or existing court-issued legal orders.
- Patients may also change Physicians, at their own discretion, and upon approval of the physician taking over 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.

If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of a patient are exercised by the person appointed under State law to act on the patient's behalf. If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

Patient Responsibilities

The patient has the responsibility to do the following:

- To follow any directions given pre-procedure, e.g., the preparation for the procedure and any written instructions given at discharge.
- To ask any and all questions of the Physician and staff in order that he or she may have full knowledge of the procedure and after care.
- To provide accurate and complete information regarding your medical history and changes in your condition.
- To demonstrate respect and consideration for other patients, escorts, Center staff and Physicians. Maintain civil language and conduct during all interactions while at the Center.
- To meet financial commitments. Deal with your bill promptly, contact the billing department if you need to make special arrangements.

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 sivanderya@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) http://www.cms.hhs.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html	

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 PeaceHealth, St Joseph Medical Center, 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# 1255398285	2979 Squalicum Parkway, #301 Bellingham WA 98225
Barry Levenson, MD	NPI# 1356335905	2979 Squalicum Parkway, #301 Bellingham WA 98225
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Todd Witte, MD	NPI# 1093847949	2979 Squalicum Parkway, #301 Bellingham, WA 98225