

## **Patient Rights and Responsibilities** (continued)

- You have the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and to be informed of the medical consequences of this action.
- You have the right to and are encouraged to obtain from physicians and other caregivers relevant, current and understandable information concerning diagnosis, treatment and prognosis.
- You have the right to every consideration of privacy. Case discussion, consultation, examination, and treatment is be conducted to protect your privacy.
- You have the right to expect that all communications and records pertaining to your care will be treated as confidential by the facility, except in cases of suspected abuse and public health hazards when reporting is permitted or required by law.
- You have the right to review the records pertaining to your medical care and to have the information explained or interpreted as necessary, except when restricted by law.
- You have the right to expect that, within its capacity and policies, the facility will provide a reasonable response to the request of a patient for medically appropriate and legally permissible services, or when you have so requested, you may be transferred to another facility.

## **Patient Rights and Responsibilities** (continued)

- You have the right to ask and be informed of the existence of business relationships between the facility, educational institutions, other health care providers, or health insurance companies that may influence the decision for your treatment and care.
- You have the right to be advised of the absence of Malpractice Coverage.
- You have the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when care is no longer appropriate.
- You may report grievances to the Grievance Officer at Sutter Roseville Endoscopy Center at **(916) 773-8780** or Accreditation Association for Ambulatory Health Care at **(847) 853-6060** or the California Dept of Public Health at **(800) 236-9747** or Licensing and Certification, PO Box 997377, MS 3000, Sacramento, CA 95899-7377 or Medicare Ombudsman **(800) 633-4273** or [www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp).
- You have the right to be informed of the facility's charges for services and available payment methods. If you need an explanation of charges, please contact the Business Office at **(916) 773-8780**.



*Sutter Roseville  
Endoscopy Center*



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Endoscopy Center*

**4 Medical Plaza, Suite 210  
Roseville, CA 95661  
(916) 773-8780**

Located on the  
Sutter Roseville Medical Center campus

Facility Brochure  
Patient Rights and Responsibilities  
Ownership Structure  
Advance Directives

## Welcome

Thank you for choosing to receive endoscopy services at Sutter Roseville Endoscopy Center. We look forward to seeing you soon, providing the endoscopy services you need, and helping you to a speedy recovery. We want you to be well informed about our center before your procedure. The Federal Government requires that we notify all of our patients regarding our ownership structure, policy regarding advance directives, and patient rights and responsibilities. We want you to know what to expect before and the day of the procedure.

## Before the Procedure

We will call you a day or two in advance of your procedure to remind you of your arrival time. It is important that you follow your physicians' instructions regarding the preparation for your procedure. A complete preparation will enable your physician to visually inspect and perform a thorough examination of your gastrointestinal tract. Please call your physicians office if you have any questions about your preparation.

## Day of the Procedure

Remember to bring your photo identification, your insurance card, and your medication list with doses and frequency. Please arrange for an adult to drive you home and stay with you the remainder of the day. No taxis please. Plan on you and your adult driver staying at the center for about 2 hours from your arrival time until you are discharged home.

## Ownership Structure

Sutter Roseville Endoscopy Center is jointly owned by Capitol Gastroenterology Medical Group, Sutter Roseville Medical Center, and Sutter Medical Foundation. This collaborative relationship enables us to ensure that you receive the highest level of endoscopy services.

## Advance Directives

The Patient Self-Determination Act is a federal law that requires health care facilities to provide information to adult patients concerning "an individual's right under state law to make decisions concerning medical care, including the right to accept or refuse medical or surgical treatment and the right to formulate advance directives." To help patients make these choices, California law provides for advanced directives.

Advanced directives are papers that state a patient's choices for treatment. This includes decisions like refusing treatment, being placed on life support, and stopping treatment at a point the patient chooses. It also includes requesting specific life sustaining treatments

*You need to be aware of the Sutter Roseville Endoscopy Center policy on Advanced Directives. Sutter Roseville Endoscopy Center does not recognize Advance Directives for use in this setting and will use all measures possible to sustain life.*

## Advance Directives (continued)

If you have an Advance Directive, you can bring a copy of the Advance Directive with you on the day of surgery. The information will be placed on your chart in the unlikely event that you would need to be transferred to the hospital. The information will then be communicated to the appropriate hospital personnel for continuity of care purposes.

If you have any questions or concerns regarding this policy, please discuss them with your physician. Otherwise, feel free to call the center at (916) 773-8780.

## Patient Rights and Responsibilities

- As a patient, you have the right to services without discrimination based upon race, color, religion, sex, national origin or source of payment, disability and/or patients with service animals.
- It is your responsibility to know your insurance benefits. If you are scheduled for a preventative/screening colonoscopy and there are polyps removed or a need for biopsy this will become a medical procedure and may change how your insurance pays.
- You have the right to considerate and respectful care.
- You have the right to know the identity of physicians, nurses, and others involved in your care.