



# Patients' Rights and Responsibilities

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At Strand GI Endoscopy Center, we support your right to know about your health and illness, and your right to participate in decisions that affect your well-being.

Our own statement of patients' rights, incorporating state and federal law, describes Strand GI Endoscopy Center's commitment to protecting your rights.

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## Your Rights as a Patient

1. You have the right to be treated with respect, consideration and dignity, provided in a safe environment, free from all forms of abuse, neglect, harassment, and/or exploitation. You have the right to be free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
2. You have the right to privacy within the capacity of SGIEC which must comply with Federal rules for the privacy and security of individually identifiable health information. Patient disclosures and records are treated confidentially, and you are given the opportunity to approve or refuse the release, except when required by law.
3. You have the right to be provided, to the degree known, with complete information concerning your diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to you, the information is provided to a person designated by you or to a legally authorized person.
4. You are given the opportunity to participate in decisions involving your health care, except when such participation is contraindicated for medical reasons. This includes participation in the development and implementation of your plan of care. You have the right to make informed decisions regarding your care, to receive information about your health status, and to request or refuse treatment.
5. You have the right to receive medical care that meets the highest standards of SGIEC, regardless of your race, religion, national origin, any disability or handicap, gender, sexual orientation, gender identity or expression, age, military service, or the source of payment for your care.
6. You have the right to know the name of the doctor who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and healthcare providers who may participate in your care. You have the right to change providers if other qualified providers are available. You have the right to be advised as to the reason for the presence of any individual involved in your care.
7. You have the right to know who will perform an operation or a test and to receive a full explanation of the details in advance, including expected outcome, in order for you to exercise your right to give informed consent or elect to refuse. If you agree to the diagnostic and therapeutic procedures recommended by your doctor, you may be asked to sign a consent form.
8. You have the right to be fully informed of the nature and extent of the plan of treatment developed for you by your doctor and nurse, and the right to define any limits on that treatment when fully informed, should you desire to do so. You have the right to be informed about the outcome of care you receive.
9. If you are admitted to the hospital, you have the right to have a family member or personal representative notified promptly.
10. You have a right to a full explanation of any research study in which you may be asked to participate. You also have the right to refuse to participate in research. Your refusal will not affect your access to care at SGIEC. SGIEC respects the rights of all individuals who choose to participate (or not participate) in research at SGIEC.
11. You have the right to leave SGIEC even if your doctors advise against it, unless you have certain infectious diseases that may influence the health of others, or if you are incapable of maintaining your own safety or the safety of others, as defined by law. If you decide to leave before the doctors advise, the center will not be responsible for any harm that this may cause you, and you will be asked to sign a "Discharge Against Medical Advice" form.
12. You have the right to access your medical record. Patients who wish to obtain copies of their medical record may make arrangements by calling the correspondence section of the medical records department at 843.839.2581. For your protection, we require signed authorization and positive identification to release medical record information. If you have questions about the information you acquire from your medical record, they should be directed to your physician. Records will be maintained in accordance with applicable laws and regulations, accreditation standards, and other requirements governing record retention. Records will not be destroyed before the appropriate retention period has expired.

13. You have the right to inquire and receive information about the possibility of financial assistance. You may request an itemized bill for the services you have received. You may also ask for an explanation of that bill. For inquiries related to your bill, please contact the financial assistance office at 843-839.2582. Financial information provided to the center will remain confidential.
14. If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the 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.
15. You have the right as a patient who may have limited English proficiency to have access, free of charge, to meaningful communication via a qualified interpreter either in person or by phone, as deemed appropriate. If you are a Deaf or hard of hearing patient, SGIEC will provide a certified interpreter either from the interpreter service.
16. You have the right to be provided in advance of the date of your procedure, with information regarding the center's policies on Advanced Directives, including a description of state health and safety laws and, if requested, official state advance directive forms. If you have executed an advanced directive, SGIEC must document it in your medical record. Information on South Carolina Advanced Directives can be found at <http://www.state.sc.us/dmh/804-97.htm>
17. You have the right to obtain a copy of the rules and regulations and policies and procedures of the center that apply to your role as a patient.
18. You have the right to receive information about how you can get assistance with concerns, problems, or complaints about the quality of care or service you receive, and to initiate a formal grievance process with the center or with state regulatory agencies. Should you have concerns, problems, or complaints about the quality of care or service that you are receiving, you are encouraged to speak to the providers directly involved in your care. If you find the above avenues unsatisfactory, you may choose to file a formal grievance with the center or you may contact any of the following agencies:

**Jon Cook, State Ombudsman**

SC DHHS, P.O. Box 8206, Columbia, SC 29202-8206 | Tel: (803)898-2850 | Fax: (803)898-4513  
<http://www.dhhs.state.sc.us/NR/exeres/852C4711-44F2-4976-85>  
 Ombudsman Homepage <http://www.state.sc.us/ltgov/aging/Seniors/Ombudsman.htm>

**The Office of the Medicare Beneficiary Ombudsman**

The Office of the Medicare Ombudsman (OMO) helps you with complaints, grievances, and information requests.  
 1-800 MEDICARE | [www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html)

**Your Responsibilities as a Patient**

To ensure the center's ability to provide you with the best care possible, we ask that you accept the responsibility to:

1. Provide accurate and complete information regarding your identity, medical history, hospitalizations, medications, allergies or sensitivities, dietary supplements (herbal and other nutritional supplements), and current health concerns. Report any changes in health to care providers.
2. Follow treatment plans recommended by physician and other health care providers. Let provider know immediately if you need clarification or do not understand your plan of care or the health instructions you are given.
3. Provide a responsible adult to transport you home from the facility and remain at the facility the entire time.
4. Provide the center with a copy of any advance directive, living will, medical power of attorney, or other directive you have prepared.
5. Provide accurate and complete financial information and work with the center to ensure that financial obligations related to your care are met in a timely manner.
6. To be responsible for treating health care providers, staff and other patients/visitors with respect.
7. To be responsible for keeping appointments, following pre-procedure preparation instructions, and notifying the facility 24 hours prior to appointment time when you are unable to keep your appointment.
8. To be responsible for following the policies and procedures of Strand GI Endoscopy Center.