

**CAROLINA DIGESTIVE ENDOSCOPY CENTER
PATIENT RESPONSIBILITIES**

Patient is responsible for providing accurate and complete information about his/her health including current complaints, past illnesses, hospitalizations, past and current medications including over the counter products and dietary supplements, any allergies and sensitivities and any other relevant information.

Patient is responsible for providing a responsible party to remain at the Center during his/her stay and to transport him/her home from the facility.

Patient and his/her representatives are responsible for reporting obvious risks regarding his/her care and any changes in patient's condition.

Patient, or patient representative, is responsible for expressing patient wishes and needs so appropriate care can be provided.

Patient is responsible for asking questions when they do not understand what they have been told about their care and what is expected of him/her.

Patient is responsible for clearly stating his/her concerns, worries and fears regarding handling of their follow-up care and treatment.

Patient and family are responsible for following the care and treatment plan as developed and communicated by patient's physician.

Patient and family are responsible for the outcomes of not following care and treatment plan.

Patient and family are expected to be considerate to the Centers' personnel and property.

Patient and family are expected to be kind to other patients and their families.

Patient and family are expected to follow the Centers' rules and regulations regarding patient care and conduct.

Patient and family are expected to behave in an appropriate manner at all times.

Patient and family are responsible for behavior that may place the health and well being of others at risk.

Patient is responsible for providing the Center's administration staff with accurate and timely information about his/her ability to pay for services.

Patient is responsible for promptly paying for services.

Patient is responsible for providing information about any living will, medical power of attorney or other directive that could affect his/her care.

If you have a question about your care or the safety of your surroundings, please let us know. If at any time you have a complaint or concern, you may contact your nurse, the charge nurse or the Director. You can expect the Endoscopy Center to respond in a timely manner. Although it is our desire to resolve your concerns at the local level, it is your right to make a complaint directly to the NC Department of Health and Human Services (State Survey Agency) as follows:

Division of Health Service Regulation

Acute and Home Care Licensure and Certification Section

2712 Mail Service Center, Raleigh, NC 27699-2712

1-800-624-3004 (Toll-free)

State Representative-Rita Horton

Web site: www.facility-services.state.nc.us

Visit the Ombudsmans's webpage at:

www.cms.hhs.gov/center/ombudsman.asp