

PATIENT RIGHTS
GI DIAGNOSTIC CENTER LLC

DEFINITIONS:

- **CMS** (Centers for Medicare & Medicaid Services, a federal government agency)
- **ASC** (Ambulatory Surgical Center, sometimes referred to as the facility)
- **YOU** (the patient or patient's representative)

A. NOTICE OF PATIENT RIGHTS:

1. The ASC must provide YOU with verbal and written notice of the patient's rights in advance of the date of the procedure, in a language and manner that YOU understand. Please inform us of any special language needs.
 - YOU may receive a procedure on the same day scheduled if your physician certifies in writing that it is medically advisable for YOU to have a procedure today and that surgery in this ASC setting is suitable for YOU.
 - A copy of this notice of patient rights will be posted in the ASC waiting room.
2. YOU may address complaints or grievances to any or all of the following parties:
 - To the ASC Administrator:
Sandra Helveston (337) 365-6591 ext 308
1100 Andre St Ste 300
New Iberia, LA 70563
 - To the governing State Agency:
La. Dept of Health and Hospitals (225) 342-0138
Health Standards Section
Bienville Building
628 N. 4th St website: www.dhh.louisiana.gov
Baton Rouge, LA 70821-3767
 - To the website for the Office of the Medicare Beneficiary Ombudsman with the Centers for Medicare & Medicaid Services at the federal agency: www.cms.hhs.gov/center/ombudsman.asp
3. YOU have the right to exercise your rights without being subjected to discrimination or reprisal.
4. YOU have the right to personal privacy and confidentiality of your clinical records. Many of these rights are also covered under HIPAA (Health Insurance Portability and Accountability Act).
5. YOU have the right to receive care in a safe setting, free from all forms of abuse or harassment.
6. YOU have the right to be informed about the proposed treatment or procedure and the expected outcome before it is performed. This information must come from your physician as the ASC cannot do this for YOU.
7. YOU have the right to be informed of the physician(s) who have a financial interest in this ASC facility. **Dr. Luis Alvarez is the owner and Medical Director of the GI Diagnostic Center.**

B. ADVANCE DIRECTIVES (Living Will or Medical Power of Attorney):

Definition: These are documents that indicate your choices about medical treatment or name someone to make decisions about your medical treatment if you are unable to make these decisions or choices yourself. Louisiana law recognizes two types of advance directives: (1) a Living Will and (2) a Limited Durable Medical Power of Attorney.

YOU are not required to have advance directives but the ASC must provide YOU with its policies and advance directives. This ASC operates in the State of Louisiana and therefore these policies must conform to the laws of this state.

The ASC must ask if YOU have advanced directives. Please provide a copy of these if YOU want these to be a part of your medical record at this ASC. YOU may request from this ASC blank forms approved for use in Louisiana.

C. GRIEVANCES:

You have the right to report alleged violations or grievances relating to, but not limited to, mistreatment, neglect, verbal, mental, sexual, or physical abuse. These allegations should be reported as soon as possible to the ASC Administrator or her representative (see page 1 for contact information for this ASC and also State or Federal agencies). YOU will need to submit your contact information such as telephone number and mailing address along with your grievances in order to receive a written response from us.

The ASC must address any grievance within 24 hours, conduct a thorough investigation and report back to YOU within 7 week days. Substantiated allegations will be reported to the Health Standards Section of the Louisiana Department of Health and Hospitals.

D. NON-SMOKING:

This is a non-smoking facility. You may not smoke anywhere on the premises.

E. EFFECTIVE DATE:

This Patient Rights Notice is effective June 15, 2009. Last updated 01/06/2015.