

Patient Rights

All patients who receive services through The Greenwood Endoscopy Center, Inc. or its affiliates have inherent legal and moral rights. These rights include confidentiality, timely information, dignified care, respect for personal values and beliefs, and personal safety. Reasonable attempts will be made for staff to communicate in the language or manner primarily used by the patient. Responsibilities include following the rules and regulations of the ASC, providing accurate information, following treatment and fulfilling obligations. *It is the policy of The Greenwood Endoscopy Center, Inc. to honor in accordance with law each adult patient's or surrogate's right to make decisions regarding treatment, including the right to consent to, refuse or alter treatment plans. However, while portions of Advance Directives may be honored, DNR orders are suspended at The Greenwood Endoscopy Center in the event of deterioration or medical emergency.*

Patients have the right to:

- **COURTESY:** As a patient, you deserve fair, considerate and humane care. You will not be denied necessary medical care that is within the capabilities of The Greenwood Endoscopy Center. You have the right of respect for your personal property.
- **DECIDE:** You have the right to be kept informed of your medical condition and treatment options. You have the right either to agree to the treatment or refuse the treatment (as long as the law permits such refusal) and to refuse any experimental treatment, drugs, or participation in research.
- **PRIVACY:** Physicians and other health care providers should discuss your medical history and treatment only with you or other people designated by you and with other providers involved in your care. You have the right to privacy while being treated and while receiving care.
- **COMPLAINTS:** You and your family have the right to make complaints regarding your care or treatment which will not affect your access to care. Every attempt will be made to address complaints/grievances within three working days.
- **ADVANCE DIRECTIVES:** You have the right to bring a copy of your advance directives such as living will or durable power of attorney for health care with you to GEC. GEC does not formulate these or honor "Do Not Resuscitate" (DNR) orders in Advance Directives, however. South Carolina law establishes a priority list of relatives who may consent to treatment if you are unable.
- **KNOW:** You have the right to know the identity of the health care team members who are caring for you. You have the right to change your physician.
- **EDUCATION:** You have the right to understand what treatment or procedure you are having.
- **INFORMATION:** You may at any time request complete information on your bill and will receive necessary explanation of charges.
- **PERSONAL SAFETY:** You have the right to receive care in a safe setting and to be free from all forms of abuse or harassment. You have the right of freedom from mental and physical abuse and/or exploitation.

Office of the Medicare Beneficiary Ombudsman:

www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

1-800-633-4227

If you have any questions, concerns or complaints concerning your medical information, care, or treatment you may contact: The Privacy Officer, 103 Liner Drive, Greenwood, SC 29646. Telephone: 864-227-3636. You may also contact: Division of Health Licensing, 2600 Bull Street, Columbia, SC 29201-1708 Telephone: 803-545-4370