

MALVERN ENDOSCOPY CENTER PATIENT RIGHTS AND RESPONSIBILITIES

Our facility is committed to providing safe, respectful, and high-quality care. We want you to understand your rights and responsibilities while receiving care at our facility. If you have questions at any time, please ask a member of our team.

PATIENT RIGHTS

You, or your legally authorized representative, have the right to:

Respect and Dignity

- Be treated with courtesy, respect, dignity, and compassion by competent and qualified healthcare personnel.
- Be free from all forms of abuse, neglect, harassment, or exploitation.

Identification of Care Providers

- Upon request, receive the name of the attending practitioner, the names of other practitioners involved in your care, and the roles of healthcare personnel with direct patient contact.

Privacy and Confidentiality

- Privacy during registration, examination, treatment, and recovery.
- Confidentiality of medical records and communications, except as required or permitted by law.

Access to Medical Records

- Review and obtain information contained in your medical record upon request, in accordance with applicable laws and regulations.

Facility Rules and Expectations

- Be informed of facility rules and regulations that apply to patient conduct.

Emergency Care

- Expect emergency procedures to be implemented without unnecessary delay.

Quality of Care

- Receive care that reflects high professional standards and ongoing quality improvement efforts.

Patient Participation and Clear Communication

- Participate in decisions involving your care, and receive information in understandable terms regarding diagnosis, treatment, prognosis, alternatives, and potential risks or complications.
- When it is not medically advisable to provide information directly to you, information will be provided to your legally authorized representative.

Informed Consent

- Provide informed consent prior to procedures, except in emergencies, including an explanation of risks, benefits, and expected outcomes.



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Participation in Research

- Be informed and provide consent prior to participation in any research or donor program, and to withdraw from such programs at any time.

Right to Refuse Treatment

- Refuse medications or procedures to the extent permitted by law and receive an explanation of the medical consequences of refusal.
- Change providers if other qualified providers are available.

Freedom from Discrimination

- Receive care without discrimination based on age, race, color, religion, sex, national origin, disability, handicap, or source of payment.

Interpreter Services

- Interpreter or language assistance services will be provided at no cost when language barriers exist to ensure understanding of care and rights.

Efficient and Respectful Care Delivery

- Expect effective management practices that respect your time, comfort, and safety.

Transfers of Care

- Be notified, and have a responsible person notified, when transfer to another facility is necessary.
- Expect coordination and communication with the receiving facility when transfer is required.

Billing Information

- Examine and receive a detailed explanation of charges and financial responsibilities.

Discharge Planning

- Receive information regarding continuing healthcare needs following discharge and how to meet those needs.

Notification of Rights

- Be informed of your rights prior to the provision of care.

Grievances and Complaints

- Voice concerns or file grievances or complaints regarding care or services without fear of retaliation.

ADVANCE DIRECTIVES

- You have the right to receive information about advance directives.
- If you have an advance directive (such as a living will or durable power of attorney for healthcare), please inform the staff and provide a copy if available.
- Your advance directive status will be documented in your medical record.
- The Center does not honor advance directives that conflict with the scope of services provided in an ambulatory surgery center; however, all directives will accompany the patient upon transfer.

PATIENT RESPONSIBILITIES

- You, or your legally authorized representative, are responsible for:
- Providing complete and accurate information about your health history, medications (including over-the-counter products), allergies, and sensitivities.
- Reporting changes in your condition or concerns related to your care.



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- Following the recommended treatment plan and facility policies.
- Keeping scheduled appointments or providing timely notice if you are unable to keep an appointment.
- Arranging for a responsible adult to provide transportation home after anesthesia or sedation, as directed.
- Meeting financial obligations related to your care.
- Treating healthcare providers, staff, other patients, visitors, and facility property with respect.
- Informing the facility of any advance directive, power of attorney, or legally authorized representative.

HOW TO VOICE A CONCERN OR FILE A COMPLAINT

You have the right to voice concerns, file a grievance, or submit a complaint regarding care or services without fear of retaliation. Grievances will be reviewed, investigated, and resolved in accordance with the facility's grievance policy, and the patient will receive a written response when required by policy or regulation.

Malvern Endoscopy Center, LLC

Administrator

325 Central Avenue, Suite LL, Malvern, PA 19355

State Regulatory Agency

Pennsylvania Department of Health

Health Facility Complaints: 1-800-254-5164

Website: www.health.pa.gov

Accreditation Organization

AAAHHC (Accreditation Complaints): 847-853-6060

Website: www.aaahc.org

Federal (Medicare Beneficiaries)

Centers for Medicare & Medicaid Services – Office of the Medicare Ombudsman

1-800-MEDICARE (1-800-633-4227)

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