

Patients Rights and Responsibilities

Patients Rights

- Considerate care and complete information concerning your diagnosis, evaluation, treatment and prognosis. This information will be given in terms that the patient can understand. This may not be possible in an emergency.
- You have the right to receive safe care in a non-threatening environment free from abuse.
- Privacy and access of medical records as described in the Notice of Privacy Practices.
- You have the right to decide whether or not health care students, interns or technical support persons observe or participate in your care. You may refuse to participate in any experimental research.
- You have the right to refuse treatment to the extent permitted by law and you have the right to a second opinion.
- You have the right to be assessed for pain and to receive pain management treatment within safety guidelines.
- Care without regard to race, color, religion, disability, sex, sexual orientation, age or national origin.
- Be given information in a manner that he or she can understand. A patient who does not speak English or is hearing or speech impaired has the right to an interpreter, when possible, at no cost to the patient.
- You should be aware that there is a mechanism for reporting grievances and that you have the right to express a complaint or concern to the appropriate personnel, without fear of jeopardizing your care. You have the right to expect appropriate action within a reasonable amount of time.
- You have the right to know what the fees will be for services provided, and payment policies.
- If you require after hours care, you may ALWAYS contact a physician on call by calling 665-9184, day or night, seven days a week. If you have a medical emergency, always call 911.
- You have the right to know the names and medical credentials of the staff caring for you. Our doctors, registered nurses and certified assistants are all licensed in the State of Idaho.
- You have the right to change your primary gastroenterology provider.

- You are entitled to know the names and addresses of all officers of the Board of Directors, the governing body for the North Idaho Endoscopy Center. Please contact the administrator if you require this information. (see below)
- You have the right to know that Advance Directive information is available for you at our facility if you request it.
- We are informing you that Drs Kutteruf, Toelle, Hopkins, James and Young own North Idaho Endoscopy Center, and that you have the right to have your procedure here or at Kootenai Medical Center, whichever is your choice.

Patient Responsibilities

- Please provide us with complete and accurate information regarding your medical history and all demographic and billing information.
- You will need to have a responsible adult to drive you home.
- Reporting if you do not understand the planned treatment or your part in the plan.
- You have the responsibility of providing us with a copy of your IDAHO POST form or advanced directives.
- Following the recommended treatment plan as agreed to, including instructions from nurses and other health personnel.
- Keeping appointments.
- You have the responsibility to assure that financial obligations are fulfilled as promptly as possible. You should request assistance when you are having difficulty meeting this obligation. You may request assistance when dealing with third party payers
- We ask that you express your concerns and opinions about your care in a constructive and helpful manner so that we can improve the quality of care at North Idaho Endoscopy Center.
- We ask that as a patient you be respectful of the rights of other patients and facility personnel.

If you have concerns, you may contact:

Administrator
Teri Riplinger
208-665-9184
niec@mac.com

Quality Assurance
Lori Ludwig, Nurse Manager
208-665-9184

Medical Director
Gavin S. Young, MD
208-665-9184

Idaho Department of Health and Welfare
Bureau of Facility Standards
Loretta Todd
208-334-1864

Web Site for the Office of the Medicare Beneficiary Ombudsman
<http://www.cms.hhs.gov/center/ombudsman.asp>