

## **DHA Endoscopy, LLC**

91 Montvale Avenue  
Stoneham, MA 02180

DHA Endoscopy, LLC is a Medicare certified, AAAHC accredited outpatient facility. The regulatory standards require that we notify you of your patient rights and responsibilities, physician ownership of the facility, and information regarding advanced directives. Your physician does have ownership in DHA Endoscopy, LLC. DHA Endoscopy, LLC is also required to verbally inform and provide you a written copy of your rights and responsibilities as a patient.

### **PATIENTS HAVE A RIGHT TO:**

- Receive considerate and respectful care without regard to race, sex, culture, economic, educational or religious background.
- Receive private and confidential care.
- Know who is responsible for providing their care.
- Ask for and receive complete and understandable information about their condition and surgery.
- Designate a person to receive information when medically inadvisable to give such information to the patient.
- Participate in decisions regarding their care. If legally authorized, another person can participate in medical decisions.
- Refuse treatment or leave the facility against advice of physician.
- Change physicians.
- Access their medical records, usually within 48 hours.
- Receive an explanation of their bill.
- Receive respect for their cultural and spiritual beliefs.
- Voice concerns or complaints to the Nurse Manager of DHA Endoscopy, LLC in writing at, 91 Montvale Avenue, Stoneham, MA 02180.
- Patients have a right to be notified of the center's policy on Advance Directives, as required by state or federal law and regulations. Do you have an existing Advanced Directive?
- Although we respect patients' rights to designate Advance Directives, under the special circumstances of endoscopy, it is DHA Endoscopy LLC's policy to suspend the Advanced Directive "Do Not Resuscitate" order temporarily during endoscopic procedures and during the immediate recovery period. If you do not have an existing Advanced Directive, we would be happy to provide you the information/documentation from the State of Massachusetts to assist you in drafting one.

### **PATIENTS HAVE A RESPONSIBILITY TO:**

- Provide complete and accurate health, medical and insurance information.
- Ask questions when in doubt about the planned surgical procedure or medical condition.
- Communicate changes in their health and/or condition to their health care providers.
- Fulfill their financial obligations as promptly as possible.
- Follow their caregivers' instructions or discuss with them any obstacles in complying with prescribed treatment plan.
- Accept responsibility for refusing treatment or not following the treatment plan.
- Show consideration for the rights of other patients and facility personnel.
- Follow all surgery center policies and procedures.

All patients shall be offered a copy of the patients rights and responsibilities or have it read to them.

### **PATIENT COMPLAINT RIGHTS:**

The patient has a right to register a complaint against DHA Endoscopy, LLC in writing or by calling: the Nurse Manager at 781-835-2111.

- The patient should provide the physician or the Nurse Manager the specific nature of the complaint and the name and address of the person making the complaint.
- If the complaint is not resolved to the patient's satisfaction he/she has a right to file a grievance with the Massachusetts Division of Health Care Quality concerning the physician, staff, and/or the treatment received while a patient of DHA Endoscopy, LLC.
- The patient can call or contact the Massachusetts Division of Health Care at 99 Chauncey Street, Boston, MA 02111; (tel 1-800-462-5540).

The patient can call or contact the Office of the Medicare Beneficiary Ombudsman at [www.q1medicare.com](http://www.q1medicare.com)