

Rights and Respect for Property and Person

The patient has the right to:

- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice grievance regarding treatment or care that is, or fails to be, furnished.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Confidentiality of personal medical information.

Privacy and Safety

The patient has the right to:

- Personal privacy
- Receive care in a safe setting
- Be free from all forms of abuse or harassment

Advance Directives / Facility Policy

You have the right to information on the center's policy regarding Advance Directives.

Advance Directives will not be honored within the center. In the event of a life-threatening event, emergency medical procedures will be implemented. Patients will be stabilized and transferred to a hospital where the decision to continue or terminate emergency measures, in accordance with advance directives, can be made by the physician and family.

If the patient or patient's representative wants their Advance Directives to be honored, the patient will be offered care at another facility that will comply with their wishes.

An "advance health care directive" lets your physician, family and friends know your health care preferences, including the types of special treatment you want or don't want at the end of life, your desire for diagnostic testing, surgical procedures, cardiopulmonary resuscitation and organ donation.

If you request, an official state Advance Directive Form will be provided to you.

Complaints/Grievances: If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

The following are the names and/or agencies you may contact:

Elaine Campos—CENTER DIRECTOR

23560 Madison Street, Suite 114

Torrance, CA 90505

(310) 325-6331

For complaints regarding a physician or facility, contact:

Medical Board of California

Central Complaint Unit

2005 Evergreen Street, Suite 1200

Sacramento, CA 95815

Or:

AAAH

5250 Old Orchard Road, Suite 200

Skokie, IL 60077

(847) 853-6060

NOTICE TO CONSUMERS

Medical doctors are licensed and regulated by the Medical Board of California

(800) 633-2322

www.mbc.ca.gov

Sites for address and phone numbers of regulatory

agencies: **Medicare Ombudsman Web site**

www.medicare.gov/Ombudsman/resources.asp

Medicare: www.medicare.gov or

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

Office of the Inspector General: <http://oiq.hhs.gov>

Physician Financial Interest and Ownership: The physician(s) who referred you to this center and who will be performing your procedure(s) may have a financial and ownership interest. Patients have the right to be informed regarding such interest and to be treated at another health care facility if they so desire. (Please see attached list of physician owners or those with financial interest in the Center.) We are making this disclosure in accordance with federal regulations.

Last Reviewed: 1/12/2011



Patient's Rights and Notification of Physician Ownership



**Endoscopy Center of the South Bay
23560 Madison Street, Suite 114
Torrance, CA 90505
(310) 325-6331**

**PLEASE BRING THIS FORM WITH YOU
ON THE DAY OF YOUR PROCEDURE**

By signing below, you, or your legal representative, acknowledge that you have received, read and understand this information (verbally and in writing) in advance of the date of the procedure and have decided to have your procedure performed at this center.

Signature of Patient or Patient Legal Representative

Date _____