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RIGHTS AND RESPONSIBILITIES OF PATIENTS

Memphis Gastroenterology Group, P.C.

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The basic right of human beings are of great importance.

1. The right of impartial access to treatment or accommodations that are available or medically indicated.
2. The right of independent expression.
3. The right for independent decision and action.
4. The right for independent personal dignity.
5. The concern for personal relationships.

During sickness, no matter how minor it may seem to medical and nursing staff, the absence or presence of these factors are of vital importance and may become the deciding factor in the survival or recovery of the patient.

It is Memphis Gastroenterology Group, P.C. (MGG) and Memphis Gastroenterology Endoscopy Center East's (MGECE) prime responsibility to assure that these factors are preserved for their patients. Please note that your physician at MGECE has a financial interest in the Center of 5% or more.

The following basic rights and responsibilities of patients are considered reasonably applicable to offices and surgery centers.

The male gender is used for ease of writing and is intended to apply to both male and female patients.

PATIENT RIGHTS

Access to Care

Individuals shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, religion, or sources of payment for care. The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of his personal dignity and the right to expect a safe and sanitary environment. Any complaint or grievance should be registered by contacting the Center and/or a patient advocate at MGG.

Other Contacts:

Medicare Beneficiary Ombudsman
1-800-MEDICARE (1-800-633-4227)
www.medicare.gov (ombudsman link is on left hand column)

Tennessee Health Care Facilities Complaint Hot Line
1-877-287-0010

Pain Assessment

The patient has the right to expect assessment of pain. If that pain is felt to be of gastrointestinal origin, the patient can expect its management to be directed by the physician at MGG. If the pain is felt to be of non-gastrointestinal origin, the patient should anticipate a referral to another physician for appropriate evaluation and management.

Privacy and Confidentiality

MGG / MGECE abides by the current HIPAA regulations and makes available to all patients a copy of its Notice of Privacy Practices. The patient has the right, within the law, to personal and informational privacy, as manifested by the right to:

- refuse to talk with or see anyone not officially connected with MGG / MGECE, including visitors, or persons officially connected with MGG / MGECE but who are not directly involved in his care.
- wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
- be interviewed and examined in surroundings, designed to assure reasonable audiovisual privacy. This includes the right to have a person of one's own sex present during certain parts of physical examination, treatment, or procedure performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
- expect that any discussion or consultation involving his case will be conducted discreetly, and that individual's not directly involved in his care will not be present without his permission.
- have his medical record read only by individuals directly involved in his treatment or the monitoring of its quality, and by other individuals only on his written authorization or that of his legally authorized representative.
- expect all communications and other records pertaining to his care, including the source of payment for treatment to be treated as confidential.
- request a transfer to another room if another patient or visitor in that room is unreasonably disturbing him.
- be placed in protective privacy when considered necessary for personal safety.

Identity

The patient has the right to know the identity and professional status of individuals providing service to him, and to know which physician or other practitioner is primarily responsible for his care. This includes the patient's right to know of the existence of any professional relationship to any other health care or educational institutions involved in his care. Participation by patients in clinical training programs or in the gathering of data for research purposes should be voluntary.

Information

The patient has the right to obtain from the practitioner responsible for co-ordinating his care, complete and current information concerning his diagnosis (to the degree known), treatment, and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to a legally authorized individual.

Communication

The patient has the right of access to people outside MGG / MGECE by means of visitors, and by oral and written communication. When the patient does not speak or understand the predominant language of the community, he should have access to an interpreter. This is particularly true when language barriers are a continuing problem.

Consent

The patient has the right to reasonably informed participation in decisions involving his health care. To the degree possible, this should be based on a clear, concise explanation of his condition and of all proposed technical procedures, including the possibilities of any risk of mortality or serious side effects, problems related to recuperation and possibility of success. The patient should not be subjected to any procedure without his voluntary, competent, and understanding consent, or that of his legally authorized representative. Where medically significant alternatives for care or treatment exist, the patient shall be so informed.

The patient has the right to know who is responsible for authorizing and performing the procedures or treatment.

The patient shall be informed if MGG / MGECE proposes to engage in or perform human experimentation or other research / educational projects affecting his care or treatment, and the patient has the right to refuse to participate in any such activity.

Refusal of Treatment

The patient may refuse treatment to the extent permitted by law. When refusal of treatment by the patient or his legally authorized representative prevents the provision of appropriate care in accordance with ethical and professional standards, the relationships with the patient may be terminated upon reasonable notice.

Transfer and Continuity of Care

A patient may not be transferred to another facility unless he has received a complete explanation of the need for transfer and the alternatives to such a transfer, and unless the transfer is acceptable to the other facility. The patient has the right to be informed by the responsible practitioner or his delegate of any continuing health care requirements following discharge from MGG / MGECE.

MGG / MGECE Charges

Regardless of the source of payment for his care, the patient has the right to request and receive an itemized and detailed explanation of his total bill for services rendered at MGG / MGECE.

MGG / MGECE Rules and regulations

The patient should be informed of the MGG / MGECE's rules and regulations applicable to his conduct as a patient. Patients are entitled to information about the MGG / MGECE's mechanism for the initiation, review, and resolution of patient complaints upon request.

ADVANCE DIRECTIVES

In accordance with Tennessee law, this center must inform you that we are not required to honor and do not honor DNR directives. A healthcare power of attorney will be honored. If a patient should provide his/her advance directive a copy will be placed on the patient's medical record and transferred with the patient should a hospital transfer be ordered by his/her physician.

PATIENT RESPONSIBILITIES

Provision of Information

A patient has the responsibility to provide, to the best of his knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to his health. He has the responsibility to report unexpected changes in his conditions to the responsible practitioner. A patient is responsible for making it known whether he clearly comprehends a contemplated course of action and what is expected of him.

Compliance with Instructions

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable MGG / MGECE rules and regulations. The patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the responsible practitioner or MGG / MGECE.

Refusal of Treatment

The patient is responsible for his actions if he refuses treatment or does not follow the practitioner's instructions.

MGG / MGECE Charges

The patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.

MGG / MGECE Rules and Regulations

The patient is responsible for following MGG / MGECE rules and regulations affecting patient care and conduct.

Respect and Consideration

The patient is responsible for being considerate of the rights of other patients and MGG / MGECE personnel, and for assisting in the control of noise, non-smoking, and the number of visitors. The patient is responsible for being respectful of the property of other persons and of MGG / MGECE.

Days of Operation -- Monday - Friday

HOURS OF OPERATION

Clinic.....7:00 A.M. - 4:30 P.M. • ASC.....7:00 A.M. - 4:30 P.M.