



PHYSICIAN PARTICIPATION

The Westerville Endoscopy Center is owned by physicians and OhioHealth. The physician who referred you to our surgery center may have ownership interest in this facility. You are free to choose another facility in which to receive the services that have been ordered by your physician. A list of center investors is available upon request.

ADVANCE DIRECTIVES

In accordance with Ohio 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.

At all times the patient or his/her representative will be able to obtain any information they need to give informed consent before any treatment or procedure.

In order to assure that the community is served by this facility, information concerning advance directives is available at the facility. While the state of Ohio does not have a required specific form for an advanced directive, sample forms are available at the center's office. To obtain this form and information, please call 614.568.1666.

PATIENT RIGHTS NOTIFICATION

Each patient at the center will be notified of their rights in the following manner:

- A written notice provided in advance of the day of their surgery in a language and manner the patient understands.
- A verbal notice provided in advance of the day of their surgery in a language and manner the patient understands.
- A posted notice visible by patients and families waiting for treatment.

PATIENT GRIEVANCES

The patient and family is encouraged to help the facility improve its understanding of the patient's environment by providing feedback, suggestions, comments and/or complaints regarding the service needs and expectations.

A complaint or grievance should be registered by contacting the center and/or a patient advocate at the Ohio Department of Health or Medicare. The center will respond in writing with notice of how the grievance has been addressed.

CONTACTS

**Westerville Endoscopy Center
at OhioHealth Westerville Medical Campus**
300 Polaris Pkwy, Suite 1500, Columbus, OH 43082
Phone: 614.568.1666, Fax: 614.568.1667

Ohio Department of Health
246 North High Street
Columbus, Ohio 43215
1 (800) 669.3534

Medicare Beneficiary Ombudsman
1 (800) MEDICARE (633.4227)
Medicare.gov

WESTERVILLE ENDOSCOPY CENTER at OhioHealth Westerville Medical Campus

300 Polaris Pkwy, Suite 1500, Columbus, OH 43082
Phone: 614.568.1666, Fax: 614.568.1667



DIRECTIONS AND PARKING

The center entrance is located between the building's main entrance and the Emergency Care Center. Ample parking is available on the campus. Valet service is available at the building's main entrance.

Westerville Endoscopy Center

Patient Information



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Patient Information



RIGHTS OF PATIENTS

The following list of patient rights is not intended to be all inclusive. Patients receiving care at our center have a right to:

- Be treated with respect, consideration and dignity.
- Exercise these rights and be treated without regard to gender, race, cultural, economic, educational or religious background and without fear of discrimination or reprisal.
- Be treated in a safe environment that is free of physical or psychological threats.
- Expect that any architectural barriers identified will be addressed, and whenever feasible, such barriers will be modified or corrected.
- Access communication aids (i.e. interpreters, sign language).
- Appropriate privacy and confidentiality concerning their medical care — the patient has the right to be advised as to the reason for the presence of any individual directly involved or observing their care.
- Be free of restraint except when indicated to protect the patient or others from injury.
- Have their questions, concerns or complaints addressed in good faith.

- Expect continuity of care. The patient will not be discharged or transferred to another facility without prior notice, except in the case of a medical emergency and within the limits of legal regulations. Provisions for after-hour and emergency care.
- Access necessary surgical and/or procedural interventions that are medically indicated.
- Obtain any information they need to give informed consent before any treatment or procedure.
- Be provided, to the degree known, complete and timely information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Make choices and decisions regarding their medical care to the extent permitted by law. This includes the right to refuse treatment.
- Formulate advance directives and appoint a surrogate to make healthcare decisions on their behalf to the extent permitted by law. The provision of the patient's care shall not be conditioned on the existence of an advanced directive. (Please see the center's policy on advanced directives below.)
- Have their disclosures and records treated confidentially, and given the opportunity to approve or refuse their release, except when release is required by law.

- Receive, upon request, and at a reasonable fee established by the Health Information Management Department, a copy of their medical record.
- Know the services available at the organization.
- Know the facility fees for services.
- Request an itemized statement of all services provided to them through the facility, along with the right to be informed of the payment methodology utilized.
- At their own expense, to consult with another physician or specialist if other qualified physicians or dentists are requested and available.
- Be informed of patient conduct and responsibilities rules.
- Refuse to participate in experimental research.
- Know the identity, professional status, institutional affiliation and credentials of healthcare professionals providing their care, and be assured these individuals have been appropriately credentialed according to the policies of the center.
- Be informed of their right to change their provider if other qualified providers are available.
- Be provided with appropriate information regarding the absence of malpractice insurance coverage.
- Be informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.

PATIENT RESPONSIBILITIES

The care a patient receives depends partially on the patient. Therefore, in addition to these rights, a patient has certain responsibilities that are presented to the patient in the spirit of mutual trust and respect. Patient responsibilities require the patient to:

- Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- Make it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- Follow the treatment plan prescribed by his/her provider.
- Keep appointments and notify surgery center or physician when unable to do so.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Accept responsibility for his/her actions should he/she refuse treatment or not follow the physician's orders.
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Follow our facility's policies and procedures.
- Be respectful of all the healthcare providers and staff, as well as other patients.

PATIENT GUARDIAN

The patient's guardian, next of kin, or legally authorized responsible person has the right to exercise the rights designated on the patient's behalf, to the extent permitted by law, if the patient:

- Has been legally incompetent in accordance with the law.
- Has been designated a legal representative to act on their behalf.
- Is a minor.