

Patient Rights & Responsibilities

As a patient of Digestive Disease Group, PA and/or Greenwood Endoscopy Center, Inc, it is important that you, your representative or surrogate are aware of your rights and responsibilities.

Rights

We are committed to observing and protecting your patient rights, including your right to:

- Receive high quality patient care that is free from discrimination, abuse or harm.
- Considerate, courteous and respectful care from all staff, including the right to know the names, titles and professions of all staff with whom you speak and from whom you receive services or information.
- Complete information about your health and the care provided in terms you can understand.
- Reasonable continuity of care within the scope of services provided by our office and its available staff. You have a right to change providers if other qualified providers are available.
- Informed consent, including a full discussion of risks, benefits and alternatives prior to any invasive procedure, except in an emergency.
- Refusal of examination, discussion and procedures to the extent permitted by law and to be informed of health and legal consequences of this refusal.
- Provide a copy of your advance directives such as living will or durable power of attorney for health care with you to GEC. GEC does not formulate these or honor "Do Not Resuscitate" (DNR) orders in Advance Directives, however. South Carolina law establishes a priority list of relatives who may consent to treatment if you are unable.
- Assistance in interpreting information for you/from you if you are not an English speaker or if you have other communication needs.
- Respect for your privacy and confidentiality of your personal health information/records as provided by law.
- Access to your personal health records.

- Examine and receive a full explanation of any charges for our services, regardless of the source of payment.
- Inform management of your concerns and/or complaints without fear of reprisal. Information listed at the bottom of this page.

Responsibilities

We value your participation in helping us ensure the high quality and safe delivery of your care. Therefore, as our patient, please be aware of and consistently fulfill your responsibility to:

- Give your health care provider and other clinical staff correct and complete information about your health including any living will, medical power of attorney, or other directive that would affect your care.
- Know all of the medications you take including over-the-counter products and dietary supplements.
- Tell your health care provider about any changes in your health.
- Ask questions to help ensure you understand what has been explained and what you need to do.
- Follow your treatment plan or tell your health care provider that you cannot follow it.
- Accept the results of either refusing treatment or not following the treatment plan.
- Keep appointments or notifying our office when you are unable to do so with notice of at least 48 hours for procedures.
- Provide a responsible adult to transport you home if having a procedure that requires sedation.
- Adhere to all office policies and procedures, including policies and procedures related to COVID-19.
- Meet your financial obligations of our office.
- Respect the property of other people and Digestive Disease Group and/or Greenwood Endoscopy Center.
- Treat other patients, your health care provider and all staff with respect.

If you have any questions, concerns or complaints concerning your medical information, care, or treatment you may contact: The Privacy Officer, 103 Liner Drive, Greenwood, SC 29646. Telephone: 864-227-3636.

You may also contact: Division of Health Licensing, 2600 Bull Street, Columbia, SC 29201 Telephone: 803-545-4370

Office of the Medicare Beneficiary Ombudsman: Telephone: 1-800-633-4227 or Website: www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html