



The physicians and staff at Gastroenterology Associates and GA Endoscopy Center appreciate you choosing our facility for your health care needs. Any time you are served by a facility that participates in the Medicare or Medicaid program, you are entitled to know your rights to make health care decisions. This requirement applies to all adults no matter what your medical condition is.

Your Rights as a Patient at Our Facility

- You have the right to appropriate and professional care.
- You have the right to receive information necessary to give informed consent prior to the start of any procedure or treatment.
- You have the right to refuse treatment within the confines of the law.
- You have the right to data privacy and confidentiality.
- You have the right to voice grievances and suggest changes in services.
- You have the right to be fully informed of agency policies and charges for services.

Patient Responsibilities

- As a patient, we ask that you provide complete information to the best of your ability regarding your medical history.
- As a patient, we ask that you question your healthcare team when you do not understand, provide answers to questions asked by your team, and be involved in your care.
- As a patient, we ask that you follow the treatment plan your healthcare team provides and/or take responsibility for actions or consequences if you refuse treatment (s).
- As a patient, we ask that you be respectful of the rules, staff, and other patients at our facility.
- As a patient, we ask that you provide accurate and complete information in order for our facility to receive payment for services.
- Patient and families wishing to file a grievance with the Missouri Department of Health & Senior Services may contact: State of Missouri, Dept. of Health Facility Regulations, P.O. Box 570, Jefferson City, MO 65102; www.health@mo.gov (573) 751-6303.
www.medicare.gov/ombudsman/resources.asp.

Advance Directive

Being a health care facility, we must also ask if you have an "advance directive." An advance directive is a general term used to apply to written advance health care treatment directives, often referred to as "Living Wills" and "Durable Power of Attorney for health care". **If you have an advance directive or durable power of attorney we ask that you bring a copy in to be placed in your medical records.** The advance directive will be included in your medical record upon transfer, should an emergency transfer to a hospital be needed.

If you would like more information or are interested in completing an advanced directive, the State of Missouri provides on its website very informative literature and may be obtained at the following website address: <http://ago.mo.gov>. At bottom of page click on publications. Then click on Life Choices. Advanced Directive information starts on Page 13.

If you do not have Internet access, the Director of Nursing can provide you with a copy.

GA Endoscopy Center, LLC & Gastroenterology Associates of Southeast Missouri, P.C.