

## **Norman Endoscopy Center – Patient Responsibilities**

1. Patients are expected to keep appointments or telephone the center when they cannot keep a scheduled appointment. Patients may be charged a fee for not showing up for scheduled procedure or not giving a 24-hour cancellation notice.
2. The patient is responsible for providing the facility/physician with complete and accurate information to the best of his/her knowledge, accurate and complete information about present complaints, health issues, including past illnesses, hospitalizations, medications (including medical marijuana/cannabis), including over-the-counter products and dietary supplements, any allergies or sensitivities, and unexpected changes in the patient's condition. Patient must disclose any illicit drugs used. All disclosures will remain confidential.
3. It is the patient's responsibility to follow the treatment plan specified by their physician and to participate in their care.
4. Patients are responsible for providing a responsible adult to transport him/her home from the facility and to remain with them for twenty-four (24) hours, or as required by the physician.
5. Patients are expected to be considerate and respectful of the health care providers and staff, other patients, their family members, and the property of others. Any visitors accompanying the patient are also expected to abide by these same guidelines.
6. Duly authorized members of the patient's family, or patient's caregiver, are expected to be available to personnel for review of the patient's treatment if the patient is unable to communicate with physicians or nurses.
7. It is the responsibility of the patient to provide information necessary for insurance processing of their bills, to obtain the required referrals from their primary care physician and to promptly pay their center bills. It is also the patient's responsibility to accept personal financial responsibility for any charges not covered by his/her insurance company. A patient may ask questions concerning their bills.
8. It is the patient's right to have an advance directive, or living will; however, while a patient at Norman Endoscopy Center any DNR directives will not be honored. During the admission process, the patient signs a consent form prior to their procedure regarding their understanding of NEC advance directive policy. The patient is welcome to keep a copy of their advance directive on file at NEC. In the event that the patient is transferred to NRHS, a copy of the advance directive will be forwarded.
9. It is the patient's responsibility to inform the facility of any medical power of attorney, or other directive that could affect his/her care.
10. Communication between the patient and the center's team is an important element in good health care. Patients are encouraged to provide input on the care they receive. If patients are concerned about or displeased with any aspect of their care, they should contact the Nurse Manager.
11. It is the responsibility of the patient to voice any suggestions, concerns, or grievances about the care that they have received. The patient will be given the opportunity to evaluate the facility, their care, and their provider. See Patient Bill of Rights for more information about expressing grievances.
12. Patients will not be allowed to have cell phones in the procedure room. It is the responsibility of the patient to relinquish cell phones to the responsible party accompanying them or the cell phone will be locked up during the procedure.
13. Patients have the right to change providers if other providers are available to do their procedure(s).