

Patient Rights and Responsibilities

It is the policy of Triangle Gastroenterology to preserve the rights and responsibilities of every patient and adhere to the guidelines developed by the National Health Council¹ as defined herein.

This policy does not presume to be all inclusive of incidents related to patient's rights and responsibilities. It is intended to express Triangle Gastroenterology's commitment to maintain a professional relationship with the patient and to emphasize the need to observe the rights and responsibilities of the patient.

These rights and responsibilities are published and communicated to all patients.

Your Rights as a Patient

When you are well informed, participate in treatment decisions, and talk openly with your doctor and office staff, you help make your care more effective.

1. Considerate, respectful, and safe care.
2. Make informed decisions regarding your care; or have your representative make them for you as appropriate. You will be provided to the degree known, information concerning your diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to the patient, the information is provided to a person designated by the patient or to a legally authorized person.
3. If the need arises, reasonable attempts will be made to communicate with you in the language or manner in which you prefer.
4. Know about rules that affect your care and about charges and payment methods. You have a right to receive and examine an explanation of your bill regardless of the source of payment.
5. Be informed of any malpractice insurance issues or the absence of malpractice insurance.
6. Personal privacy.
7. If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patients' behalf.

8. If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
9. Voice your concerns, complaints, or problems with the care you received or failed to receive by contacting our office manager or administrator. If we are unable to satisfactorily address your complaint, you may contact the NC Medical Board via e-mail at complaints@ncmedboard.org, by telephone at 919-326-1100/1-800-253-9653, by an online form available at www.ncmedboard.org, or in writing to: Director, Complaint Department, P.O. Box 20007, Raleigh, NC 27619. You can also contact www.cms.hhs.gov/center/ombudsman.asp which is the website for the Office of the Medicare Beneficiary Ombudsman; or the Division of Health and Human Services (DHHS) by telephone at 1-800-662-7030 or in writing to 2001 Mail Service Center, Raleigh, NC 27699-2001.
10. Advanced Directives – If you do not have an advanced directive, living will or healthcare power of attorney and want one, a very user friendly one is available from www.caringinfo.org. Simply click on the “Download Your State Specific Advance Directive” link and find your home state. The link for the North Carolina form is here: <http://www.caringinfo.org/files/public/ad/NorthCarolina.pdf>. If you do have an advanced directive, please consider providing us with a copy for your chart.

Upon request, information is available about:

- Services available at TGI
- Provisions for after hours and emergency care
- Patient conduct, responsibilities and participation
- Fees for services
- Payment policies
- The credentials of our health care professionals

Your Responsibilities as a Patient

1. Provide accurate and complete 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.
2. Follow the treatment plan and care instructions given to you.
3. Provide a responsible adult to transport you home from the facility and remain with you for the period stated by the doctor or for 24 hours.
4. Accept personal financial responsibility for any charges not covered by his/her insurance.
5. Be considerate and respectful of the rights of other patients as well as all of the healthcare professionals and staff.
6. If you are unhappy with your provider and another qualified provider is available, you are free to change. If the provider is on staff at Triangle Gastroenterology, you can change once, but you will not be able to change back to the original provider.