

## Patients Responsibilities

- Patients are expected to keep appointments or telephone Gastro Care when they cannot keep a scheduled appointment.
- The patient is responsible for providing complete and accurate information to the best of their knowledge, accurate and complete information about present complaints, health issues, including past illnesses, hospitalizations, medications, including over-the-counter products and dietary supplements, any allergies or sensitivities, and unexpected changes in the patient's condition.
- It is the patient's responsibility to follow the treatment plan specified by their physician.
- Patients are responsible for providing a responsible adult to transport them home from the facility.
- Patients are expected to be considerate of the health care providers and staff, other patients, their family members, and also the property of others.
- Duly authorized members of the patient's family are expected to be available to personnel for review of the patient's treatment in the event that the patient is unable to communicate with the physicians or nurses.
- 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 bills. It is also the patient's responsibility to accept personal financial responsibility for any charges not covered by their insurance company. A patient may ask questions concerning their bills.
- It is the patient's right to have an advance directive; however, if a patient has a procedure done in this center, they must understand that Gastro Care does not honor advance directives and signs a consent form prior to their procedure regarding their understanding.
- Communication between the patient and Gastro Care'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 administrator.
- Suggestions or comments from patients are encouraged and appreciated. All suggestions or comments should be forwarded to the administrator.