

DOCTORS TAMIMI, COLLIER, BIGORNIA, GLAZIER, MIRCHANDANI

The Endoscopy Center of Ocean County
477 Lakehurst Road

The Endoscopy Center of Toms River
473 Lakehurst Road

Toms River, New Jersey 08755

Telephone (732) 349-4422
Fax 732-349-8126477 Lakehurst Road
Toms River, New Jersey 08755

PATIENT RIGHTS AND RESPONSIBILITIES

In order to help ensure effective patient care, the Endoscopy Centers have adopted a Patient Rights Policy. This policy, **in full**, is **posted** in both Endoscopy Centers and is available to our patients and family upon request. Below you will find a **summary of Patient Rights** as well as **Responsibilities**:

1. **You are entitled to personal, respectful and safe care without discrimination, harassment or abuse.**
2. You are entitled to know the names and functions of the people involved in your care, either by introduction or by identification nametags.
3. It is the facility's responsibility to tell you about your diagnosis, treatment, and prognosis in language which you can understand.
4. No diagnostic or therapeutic procedure will be performed on you without your expressed verbal or written consent (or consent of next of kin or legal guardian, if patient is incapable).
5. You have the right to refuse medication and treatment after possible consequences of your decision have been explained to you.
6. You have the right to be fully informed about your treatment, procedures and the expected outcome before it is performed.
7. To receive care in a safe setting.
8. No research or experimental procedures will ever be used on you without your full consent or without a full explanation of all aspects of it by your doctor.
9. You are entitled to know if other healthcare or educational institutions will be involved in your care and you have the right to refuse such involvement.
10. You are entitled to be informed of the Endoscopy center's policies regarding life-saving methods and arranging for that care. You will be asked whether you have an Advanced Medical Directive and this information would be passed on to responsible hospital personnel should the need for transfer arise.
11. If care is needed after you are discharged from the Endoscopy Center, the Center will assist you in arranging for that care.
12. Your personal privacy will be respected.
13. Your medical records are only for the purpose of your care. No information in them will be released or shared without your permission, except as directly needed for your care or as required by law.
14. The Endoscopy Center will, if you request it, review and provide an explanation of your bill, even though it may be covered by insurance.
15. You are entitled to present any grievances or complaints to Dr. Omar Tamimi, MD, Medical Director of the Endoscopy Center of Ocean County, Dr. Jill Collier, MD, Medical Director of the Endoscopy Center of Toms River and/or to Diane Southern, RN, Administrative Nurse Manager, at 477 Lakehurst Road, Toms River, NJ 08755, telephone 732-349-4422.
16. Patients and/or families who have issues concerning the safety and/or quality of care, may also notify in writing: **The Joint Commission on Accreditation of Healthcare Organizations**, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, or Fax to 630-792-5636, or Email to complaint@jcaho.org and/or **The New Jersey Department of Health and Senior Services**, 120 South Stockton Street, P.O. Box 360, Trenton, NJ 08625, 1-800-792-9770. **Medicare** can be contacted via this website: www.cms.hhs.gov/center/ombudsman.asp.
17. You are entitled to another medical opinion prior to any serious procedure, and to request that your care be taken over by another physician if you are unhappy with your present care. You should feel free to discuss this with your doctor at any time.
18. **The Endoscopy Center expects you to:**
 - a. Provide accurate information about your past medical history.
 - b. Cooperate with Endoscopy Center personnel.
 - c. Ask questions if you do not understand directions or procedure.
 - d. Be considerate of other patients.
 - e. Limit number of family members and/or friends in the waiting area.
 - f. Provide information and/or referrals necessary for processing your insurance coverage.
 - g. Be ultimately responsible for any portion of your bill not covered by insurance.
 - h. Be respectful of Endoscopy Center facilities and grounds.
 - i. Help the physicians, nurses and allied medical personnel in their efforts to give you quality care by following their instructions and medical orders.