

**GASTROENTEROLOGY SPECIALISTS, INC.**  
**2726 Fulton Drive N.W., Canton, Ohio 44718 Phone: 330-455-5011**

**PATIENT RIGHTS AND RESPONSIBILITIES**

**PATIENTS HAVE THE RIGHT TO:**

- Considerate and respectful care and to be treated with dignity.
- Every consideration of privacy concerning medical care in a safe setting.
- Receive current and understandable information concerning diagnosis, treatment and prognosis from physicians and registered nurses.
- Make decisions about their plans of care and courses of treatment. Patients may refuse treatment to the extent permitted by law and have the right to be informed of medical consequences.
- Receive necessary information from their physicians to give informed consent prior to the start of any procedure or treatment.
- Advance directives concerning treatment and can expect that the office and Endoscopy Center Staff will honor those directives to the extent permitted by law and hospital policy.
- Have their pain assessed and managed.
- Communication regarding medical procedures and instruction to be offered in a language or manner that the patient can understand.
- Expect that all communications and records pertaining to their care will be treated as confidential, except in cases of suspected abuse or public health hazards when reporting is required by law.
- Access their own medical records according to office policy, except when restricted by law.
- Request additions, deletions, and/or changes for consideration to their medical records in writing according to HIPAA rules and regulations.
- Exercise their rights without being subjected to discrimination or reprisal.
- Free from all forms of abuse or harassment.
- Expect the office to make reasonable responses to their requests for appropriate and medically indicated care.
- Ask about and be informed of business relationships that may influence treatment and care.
- Consent to or decline to participate in research studies or human experimentation affecting care and treatment and to have those studies fully explained prior to consent.
- Expect reasonable continuity of care.
- Know what office policies and regulations apply to patient conduct.
- Receive explanation of bills, regardless of sources of payment, and information of financial assistance.
- Ask about and be informed of business relationships that may influence treatment and care.
- Be informed that the physicians of the private practice of Gastroenterology Specialists: Drs. Khullar, Congeni, Yung, Podugu, and Salvino own and operate the ASC (Ambulatory Surgery Center) located at 2726 Fulton Drive, NW, Canton, Ohio.
- Change providers if other qualified providers are available.

**PATIENTS HAVE THE RESPONSIBILITY TO:**

- Provide information about personal health, past illnesses, hospital stays, medications, and allergies.
- Ask questions when you do not understand information or instructions.
- Inform doctors or nurses if explanations of diagnosis, treatment and care options have been understood or need further explanation.
- Follow the recommendations and advice prescribed by doctors and nurses and to provide information about unexpected complications that arise.
- Accept the outcomes if they do not follow the care, service or treatment plan.
- Bring insurance card(s) with them at each and every date of service.
- Accept personal financial responsibility for any charges not covered by insurance. Payment in full is expected at time of service.
- Be considerate and respect the rights and property of the other patients, staff, nurses and physicians, and to speak in a civil and courteous manner.
- Live a healthy lifestyle.
- Provide a responsible adult to provide transportation home and to remain with them as directed by the providers or as indicated on discharge instructions

**Patients who believe their rights have been violated can discuss their concerns with their attending physician, registered nurse, or practice administrator by calling 330-455-5011. Patients can submit complaints and concerns to the Accreditation Association for Ambulatory Health Care (AAAHHC) via their online form (<https://www.aaahc.org/>) or by emailing [complaints@aaahc.org](mailto:complaints@aaahc.org). To file a complaint with the Ohio Department of Health (ODH), patients can either email it to [HCComplaints@odh.ohio.gov](mailto:HCComplaints@odh.ohio.gov) or complete the online ODH Complaint Form (HEA 1685). They can also leave a message on the State Medical Board of Ohio's Complaint Hotline at 1-833-333-7626 or 1-800-669-3534.**