

# Waco Gastroenterology Endoscopy Center, L.P.

## ADVANCE DIRECTIVE POLICY

An **advance directive** allows a person to give directions about future medical care or to designate another person(s) to make medical decisions if he or she should lose decision-making capacity. Advance directives may include living wills, durable powers of attorney, out-of-hospital do not resuscitate orders or similar documents portraying the patient's preference.

**WACO GASTROENTEROLOGY ENDOSCOPY CENTER DOES NOT HONOR OUT-OF-HOSPITAL DO NOT RESUSCITATE ORDERS. IN AN EMERGENCY SITUATION, WE WOULD TREAT YOU IN ORDER TO SUSTAIN YOUR LIFE AND THEN TRANSFER YOU TO A HOSPITAL FOR FURTHER TREATMENT. THEREFORE, IF YOU HAVE AN EXISTING DNR, YOU MUST HAVE YOUR PROCEDURE DONE IN A HEALTHCARE SETTING THAT ACCEPTS AND HONORS A DNR, SUCH AS A HOSPITAL.**

Information regarding Advance Directives is available to all patients in the Waiting Room at Waco Gastroenterology Endoscopy Center, L.P.

You may get more specific information regarding advance directives from the Texas Department of State Health Services, Health and Safety Code, Chapter 166. The link is <http://tlo2.tlc.state.tx.us/statutes/hs.toc.htm>. Additional information is available at the Texas Department of Aging and Disability Services web site. The link is <http://www.dads.state.tx.us/index.cfm>.

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## NOTIFICATION OF OWNERSHIP

**Below is the list of owners (along with their National Provider Identifier -- NPI) for Waco Gastroenterology Endoscopy Center, L.P. as of June 1, 2009:**

James W. Boss, M.D. (NPI #1164469482)

Edward D. Carpenter, M.D. (NPI #1306896840)

Edward D. Contreras, M.D. (NPI #1609826445)

Thomas F. Eastwood, M.D. (NPI #1811934136)

Phillip H. Reeder, M.D. (NPI #1316997927)

Hari Ancha, M.D. (1992755128)

### Office Address of All Owners:

364 Richland West Circle, Suite A  
Waco, Texas 76712  
Phone: (254) 537-0911  
Fax: (254) 537-0293

# WACO GASTROENTEROLOGY ENDOSCOPY CENTER, LP

## RIGHTS OF PATIENTS

- ▶ Patients are treated with respect, consideration and dignity and are provided appropriate privacy.
- ▶ Patients have the right to exercise his or her rights without being subjected to discrimination or reprisal.
- ▶ Patients have the right to be free from all forms of abuse and harassment.
- ▶ Patient disclosures and records are treated confidentially, and, except when required by law, patients are given the opportunity to approve or refuse their release.
- ▶ Patients are provided, to the degree known, complete information concerning their 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.
- ▶ Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- ▶ Patients have the right to give informed consent regarding his/her healthcare, except in emergency situations.
- ▶ Patients have the right to be informed of any human experimentation or other educational or research projects which might affect his/her care. Furthermore, patients have the right to refuse to participate in such experimental research.
- ▶ Patient's guardian, next of kin or legally authorized individual has the right to exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient has been deemed incompetent in accordance with the law, is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure, is unable to communicate his/her wishes regarding treatment or is a minor.
- ▶ Patients have the right to be informed of non-emergent cost of care, including fee for services and payment policies, and receive an explanation of the patient's financial obligations as appropriate prior to incurring the expense
- ▶ Patients have the right to receive and examine an explanation of charges generated for services delivered to the patient.
- ▶ Patients have the right to be informed of the name, qualifications and credentialing of the healthcare professionals that are involved in his/her care.
- ▶ Patients have the right to be informed of all services available at WGEC.
- ▶ Patients have the right to appropriate assessment and management of pain.
- ▶ Patients have a right to change specialty physicians if other qualified physicians are available.

## PATIENT'S RESPONSIBILITIES

In consideration of these rights, Waco Gastroenterology Endoscopy Center LP (WGEC) has a right to expect from the patient, and the patient has a responsibility to provide:

- ▶ Pertinent, accurate information related to his/her health care requested by the WGEC staff.
- ▶ Participation in his/her treatment and compliance with instructions related to his/her health care.
- ▶ Compliance with regulations of WGEC.
- ▶ Respect and consideration for the rights of other patients and WGEC staff, and for the property of WGEC.
- ▶ Be familiar with the benefits and exclusions of his/her health plan coverage and assure that the financial obligations for his/her care are fulfilled as promptly as possible.
- ▶ Be on time for all appointments and notify the provider's offices as far in advance as possible for appointment cancellation or rescheduling.

## PATIENT COMPLAINTS

You have a right to file a complaint about payment or services you received or any other concerns or problems you have with your care. Any patient who feels that his/her rights have been violated or has a specific concern may file a complaint by completing a *Patient Complaint Form* which is available at the registration window of Suite B, or by contacting one of the following agencies:

<p>Texas Department of State Health Services Facility Licensing Group 1100 West 49<sup>th</sup> Street Austin, TX 78756-3199</p> <p>Complaint Hotline Phone (888) 973-0022 or Fax (512) 834-6653 The web site is <a href="http://www.dshs.state.tx.us">www.dshs.state.tx.us</a></p>	<p><u>Centers for Medicare &amp; Medicaid Services</u> <u>U.S. Department of Health and Human Services</u></p> <p><b>1-800-MEDICARE (1-800-633-4227) TTY users should call 1-877-486-2048</b></p> <p>CMS Web site for the Medicare Beneficiary Ombudsman is <a href="http://www.cms.hhs.gov/center/ombudsman.asp">www.cms.hhs.gov/center/ombudsman.asp</a></p>
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