

COMPLAINTS / GRIEVANCES

If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

The following are the names and/or agencies you may contact:

Kathy Howard, Center Leader
River Oaks Endoscopy Center
936-494-3636
khoward@amsurg.com

You may contact the state to report a complaint:

Department of State Health Services - Facility Licensing Group
1100 West 49th Street, Austin, TX 78756
Complaint Hotline: 888-973-0022
Fax: 512-776-7111
Email: hfc.complaints@dshs.state.tx.us
State Website: www.dshs.state.tx.us/hfp/complain.shtm

Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman.
Medicare Ombudsman Web site:
www.cms.gov/center/special-topic/ombudsman-center.html

Medicare:
www.medicare.gov
or call 1-800-MEDICARE (1-800-633-4227)

Office of the Inspector General: <http://oig.hhs.gov>

This facility is accredited by the Accreditation Association for Ambulatory Health Care (AAAHC).
Complaints or grievances may also be filed through:
AAAHC
5250 Old Orchard Road, Suite 200
Skokie, IL 60077
847-853-6060 or email: info@aaahc.org

Physician Financial Interest and Ownership:
The center is owned, in part, by the physicians. The physician who referred you to this center and who will be performing your procedure may have a financial and ownership interest. Patients have the right to be treated at another health care facility of their choice. We are making this disclosure in accordance with federal regulations.

The Following Physicians Have a Financial Interest in The Center:
~~Stephen Kelly MD | Peter Kwapil, MD | Robert Pearce, MD | Sunil Reddy, MD | Shail Maheshwari, MD | Apurv Varia, MD~~



**PATIENT'S RIGHTS
AND NOTIFICATION OF
PHYSICIAN OWNERSHIP**



River Oaks Endoscopy

1501 River Pointe Drive
Suite 260
Conroe, Texas 77304
936-494-3636

PATIENT RIGHTS

- Patients shall be treated with respect, consideration, and dignity.
- Patients shall be provided appropriate privacy.
- When the need arises, reasonable attempts are made for health care professionals and other staff to communicate in the language or manner primarily used by patients.
- Patients shall be provided, to the degree known, appropriate information concerning their diagnosis, treatment, and prognosis.
- When it is medically inadvisable to give such information to a patient, the information shall be provided to a person designated by the patient or to a legally authorized person.
- Patients shall be given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Patients are informed of their right to change providers if other health care providers are available.
- Information shall be available to patients and staff concerning:
 - o Patients' rights
 - o Fees for services
 - o Patient conduct and responsibilities
 - o Payment policies
 - o Services available at the Center
 - o Right to refuse to participate in research
 - o Provisions for after-hours and emergency care
 - o Methods of expressing complaints and suggestions to the Center
- Marketing or advertising regarding the competence and/or capabilities of the organization shall not be misleading to patients.
- Patient records shall be treated confidentially and, except when authorized by law, patients shall be given the opportunity to approve or refuse their release.

PATIENT RESPONSIBILITIES

- To provide complete and accurate information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- To follow the treatment plan prescribed by their provider, including pre-operative and discharge instructions.
- To provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.
- To inform their provider about any living will, medical power of attorney, or other advance health care directive in effect.
- To accept personal financial responsibility for any charges not covered by their insurance.
- Behave respectfully toward all the health care professionals and staff, as well as other patients.

Rights and Respect for Property and Person

The patient has the right to:

- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice a grievance regarding treatment or care that is, or fails to be, furnished.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Confidentiality of personal medical information.

Statement of Nondiscrimination:

River Oaks Endoscopy Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

River Oaks Endoscopy Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

River Oaks Endoscopy Center 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

ADVANCE DIRECTIVES

An "Advance Directive" is a general term that refers to your instructions about your medical care in the event you become unable to voice these instructions yourself. Each state regulates advance directives differently. STATE laws regarding Advanced Directive are found in Texas Health and Safety Code §166.001-048. In the state of Texas, a patient has right to an advance directive which will communicate their wishes about medical treatment at some time in the future when they are unable to make their wishes known because of illness or injury. In addition to this advance directive, Texas law provides for two other types of directives: the Medical Power of Attorney; and the Out-Of-Hospital Do Not Resuscitate Order.

You have the right to informed decision making regarding your care, including information regarding Advance Directives and this facility's policy on Advance Directives. Applicable state forms will also be provided upon request. A member of our staff will be discussing representative or surrogate) prior to the procedure being performed.

Privacy and Safety

The patient has the right to:

- Personal privacy
- Receive care in a safe setting
- Be free from all forms of abuse or harassment

If You Need an Interpreter

If you will need an interpreter, please let us know and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.