

GI ASSOCIATES ENDOSCOPY CENTER

Our Mission

The GastroIntestinal Associates Endoscopy Center offers patients and their families a high quality, cost-efficient endoscopic experience, provided by compassionate staff in a comfortable environment.

Your Rights

As a patient at GastroIntestinal Associates Endoscopy Center you have rights:

1. YOU have the right to be treated with dignity, respect and consideration for you and your personal property by qualified clinical staff in a safe setting.
2. YOU have the right to expect privacy and confidentiality concerning your medical care. Information can only be released with your consent except as provided by law.
3. YOU have the right to participate in decisions involving your care; to receive accurate information about your diagnosis, evaluation, treatment and prognosis in terms that you understand; and to be fully informed about a treatment or procedure and the expected outcome before it is performed.
4. YOU have the right to choose your provider, and to know the names and qualifications of all individuals who directly participate in your care.
5. YOU have the right to consent to, or refuse, any care or treatment, and to develop advance directives.
6. YOU have the right to ask questions about services, fees and payment policies.
7. YOU have the right to voice grievances regarding treatment and care that is or is not furnished and to exercise your rights without fear of discrimination or reprisal and to be free from all forms of harassment, abuse or neglect.
8. YOU have the right to be treated with cultural sensitivity and without discrimination.
9. YOU have the right to designate a legal representative or surrogate to exercise your rights.

Your Responsibilities

As one of our patients, you also have certain responsibilities:

1. YOU have the responsibility to provide complete and accurate information about your medical history, all medications you are taking including over-the-counter products and dietary supplements, and to inform us about any allergies or sensitivities you may have to medications, supplements, foods or the environment.
2. You have the responsibility to inform your provider about any advance directives, living will, medical power of attorney or other directive that could affect your care.
3. YOU have the responsibility to follow the treatment plan prescribed by your provider and to inform us of any changes in your condition.
4. YOU have the responsibility to arrange for an adult to remain in our facility during your procedure; to drive you home and to stay with you until the effects of sedation have worn off.
5. YOU have the responsibility to be respectful to our staff and other patients.
6. YOU have the responsibility to keep your appointments and be on time. If you cannot keep a scheduled visit, please call us to reschedule.
7. YOU have the responsibility to pay your bills promptly, and to provide the necessary insurance information for processing them.

Your Satisfaction

GI Associates Endoscopy Center wants all our patients to be satisfied with their care.

Patient satisfaction surveys are offered to each patient having a procedure at the GI Associates Endoscopy Center.

If you have concerns about any aspect of your care, we do have a patient complaint process. You may initiate this process by speaking with any member of our staff at any time. You may also phone us at 715-847-0443 or toll free at 877-486-3716 and ask to speak with the Endoscopy Center Director or Administrator.

At any time, you may also contact:

Department of Health and Family Services
Bureau of Quality Assurance
PO Box 2969
Madison, WI 53701-2969
Telephone: 608-266-8481
Or 1-800-642-6552
<http://dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm>

Or:

Medicare Beneficiary Ombudsman
1(800)MEDICARE (1-800-633-4227)
or visit the Medicare website:
<http://www.Medicare.gov/navigation/help-and-support/ombudsman.aspx>

GI Associates Endoscopy Center Disclosure Of Physician Interest

GastroIntestinal Associates Endoscopy Center, LLC is a wholly owned subsidiary of GastroIntestinal Associates, SC. Physician shareholders of GastroIntestinal Associates SC includes Dr. Christopher A. Young, Dr. Raymond L. Hartke, Dr. James R. Schlais, Dr. Benjamin M. Schneeberger, Dr. Veronika Gagovic and Dr. Eric A. Johnson.

Limited English Proficiency Services

ATENCIÓN: Si hable español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-486-3716 (TTY: 711)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txhais lus, muaj kev pab dawb rau koj. Hu rau 1-877-486-3716 (TTY: 711)

Notice Of Non-Discrimination

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



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ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.