

## Advanced Directives

In accordance with New York State law, this center must inform you that we are not required to honor and do not honor DNR directives. A healthcare power of attorney will be honored.

If a patient should have a complication, the center staff will always attempt to resuscitate the patient and transfer the patient to a center in the event of deterioration. If a patient should provide his/her advance directive a copy will be placed on the patient's medical record and transferred with the patient should a center transfer be ordered by his/her physician.

At all times the patient or his/her representative will be able to obtain any information they need to give informed consent before any treatment or procedure.

In order to assure that the community is served by this facility, information concerning advance directives is available at the facility.

## Patient Rights Notification

Each patient at the center will be notified of their rights in the following manner:

- A written notice provided in advance of their surgery in a language and manner the patient understands
- A verbal notice provided in advance of their surgery in a language and manner the patient understands
- A posted notice visible by patients and families waiting for treatment

## Physician Participation

This is to inform you that your physician may have a financial interest or ownership in this center. A list of owners will be provided upon request.

## Patient Guardian

The patient's guardian, next of kin, or legally authorized responsible person has the right to exercise the rights delineated on the patient's behalf, to the extent permitted by law, if the patient:

- Has been adjudicated incompetent in accordance with the law
- Has designated a legal representative to act on their behalf
- Is a minor

## Patient Grievances

The patient and family are encouraged to help the facility improve its understanding of the patient's environment by providing feedback, suggestions, comments and/or complaints regarding the service needs, and expectations.

A complaint or grievance should be registered by contacting the center and/or a patient advocate at the New York State Department of Health or Medicare (numbers provided in this flyer). The center will respond within 30 days in writing if requested by patient, indicating the findings of the investigation.

## Contacts

**Kim Koos**  
**Island Digestive Health Center**  
471 Montauk Highway  
West Islip, New York 11795  
(631) 376-2260

**New York Department of Health's Office of Health Systems Management**  
Mailstop: CA/DCS  
Empire State Plaza  
Albany, New York 12237  
Phone: 1-800-804-5447  
[www.health.ny.gov/facilities/hospital/complaint/complaintform.html](http://www.health.ny.gov/facilities/hospital/complaint/complaintform.html)

**Medicare Beneficiary Ombudsman**  
Phone: 1-800-MEDICARE  
[www.medicare.gov/claims-andappeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-andappeals/medicare-rights/get-help/ombudsman.html)



**For concerns about patient safety and quality of care that you feel have not been addressed appropriately by the center administrator, you can also contact The Joint Commission at:**

E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
Fax: 630-792-5636

Mail: Office of Quality Monitoring  
**The Joint Commission**  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

# Island Digestive Health Center Patient Information



471 Montauk Highway  
West Islip, New York 11795  
(631) 376-2260  
[www.idhcli.com](http://www.idhcli.com)

# Patients’ Bill of Rights

As a patient in a center in New York State, you have the right, consistent with law, to:

- 1 Understand and use these rights. If for any reason you do not understand or you need help, the center MUST provide assistance, including an interpreter.
- 2 Receive treatment without discrimination as to race, color, religion, sex, national origin, age, disability, sexual orientation or source of payment.
- 3 Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- 4 Receive emergency care if you need it.
- 5 Be informed of the name and position of the doctor who will be in charge of your care in the center.
- 6 Know the names, positions and functions of any center staff involved in your care and refuse their treatment, examination or observation.
- 7 A no smoking room.
- 8 Receive complete information about your diagnosis, treatment and prognosis.
- 9 Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
- 10 Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like

additional information, please ask for a copy of the pamphlet “Do Not Resuscitate Orders -A Guide for Patients and Families.”

- 11 Refuse treatment and be told what effect this may have on your health.
- 12 Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
- 13 Privacy while in the center and confidentiality of all information and records regarding your care.
- 14 Participate in all decisions about your treatment and discharge from the center. The center must provide you with a written discharge plan and written description of how you can appeal your discharge.
- 15 Review your medical record without charge. Obtain a copy of your medical record for which the center can charge a reasonable fee. You cannot be denied a copy solely because you can not afford to pay.
- 16 Receive an itemized bill and explanation of all charges.
- 17 Complain without fear of reprisals about the care and services you are receiving and to have the center respond to you and if you request it, a written response. If you are not satisfied with the center’s response, you can complain to the New York State Health Department. The center must provide you with the State Health Department telephone number.
- 18 Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- 19 Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the center.



## Patients’ Responsibilities

In providing care, the Center has a right to expect behavior on the part of patients and their relatives and friends, which, considering the nature of their illness, is reasonable and responsible.

The following responsibilities are expected of all patients:

- 1 You, the patient, have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health. You have the responsibility to report unexpected changes in your condition to the responsible practitioner. You are responsible for making it known whether you clearly comprehend a contemplated course of action and what is expected of you.

- 2 You are responsible for following the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner’s orders, and as they enforce the applicable center rules and regulations. You are responsible for keeping appointments and, when unable to do so for any reason, for notifying the responsible practitioner or the center.
- 3 You are expected to ask questions when you do not understand information or instructions. If you believe you can’t follow through with your treatment plan, you are responsible for telling your doctor.
- 4 You are responsible for your actions if you refuse treatment or do not follow the practitioner’s instructions.
- 5 You are responsible for participating in and cooperating with the fulfillment of your health care financial obligations.
- 6 You are responsible for following center rules and regulations affecting patient care and conduct.
- 7 You are responsible for being considerate of the rights of other patients and center personnel and for assisting in the control of noise, smoking and the number of visitors. You, the patient, are responsible for being respectful of the property of other persons and the center.