

PATIENT CONDUCT AND RESPONSIBILITIES

The purpose of this policy is to outline Carbon-Schuylkill Endoscopy Center patient responsibilities in regards to their appointment, cooperation, and information provided for insurance claims.

Policy

1. Please keep appointments or telephone the Center when you cannot keep a scheduled appointment. Bring with you information about past illness, hospitalizations, medications, and other matters relating to your health. Ask questions immediately if you feel you cannot follow the instructions.
2. While practicing in this Center, your doctor is obligated to exercise good medical judgment in order to help you. It is your responsibility to cooperate in the treatment program that your doctor specifies.
3. You are expected to be considerate of other patients, their family members, and the property of other persons.
4. Authorized members of your family are expected to be available to other personnel for review of your treatment in the event that you are unable to communicate with physicians or nurses.
5. You have a responsibility to provide information necessary for insurance processing of your bills, to be prompt about payment of office/center bills, and to ask any questions you may have concerning your bills. Our billing specialist is available to assist you.
6. It is your right to have advanced directives; however, if you have a procedure done in this facility, we do not honor advanced directives.

Communication between you and our office team is an important element in good health care. If you are concerned about or displeased with any aspect of your care, we ask that you first discuss the problem with your nurse or physician. If your concern is not alleviated, please contact our Carbon-Schuylkill Endoscopy Center Nurse Manager.

Suggestions or comments you would like to make following discharge are most appreciated. We care continuously trying to improve the care that we provide. Please forward your communication to: **Marie Kurchak, 400 South 9th Street, Lehighton, PA, 18235**