

State of New Jersey Patient Rights

Each patient receiving care at the Endoscopy Center of Hackensack, LLC dba *Hackensack Endoscopy Center*, shall have the following rights:

1. To be informed of these rights, as evidenced by the patient's written acknowledgement, or by documentation by staff in the medical record, that the patient was offered a written copy of these rights and given a written or verbal explanation of these rights, in terms the patient could understand. The Center shall have a means to notify patients of any rules and regulations it has adopted governing patient conduct in the Center;
2. To be informed of services available in the Center, of the names and professional status of the personnel providing and/or responsible for the patient's care, and of fees and related charges, including the payment, fee, deposit, and refund policy of the Center and any charges for services not covered by sources of third-party payment or not covered by the Center's basic rate;
3. To be informed if the Center has authorized other health care and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and function of these institutions, and to refuse to allow their participation in the patient's treatment;
4. To receive from the patient's physician(s) or clinical practitioner(s), in terms that the patient understands, an explanation of his or her complete medical/health condition or diagnosis, recommended treatment, treatment options, including the option of no treatment, risk(s) of treatment, and expected result(s), before it is performed. If this information would be detrimental to the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to the patient's next of kin or guardian. This release of information to the next of kin or guardian, along with the reason for not informing the patient directly, shall be documented in the patient's medical record;
5. To participate in the planning of the patient's care and treatment, and to refuse medications and treatment. Such refusal shall be documented in the patient's medical record;
6. To be included in experimental research only when the patient gives informed, written consent to such participation, or when a guardian gives such consent for an incompetent patient in accordance with law, rule and regulation. The patient may refuse to participate in experimental research, including the investigation of new drugs and medical devices;
7. To voice grievances or recommend changes in policies and services to Center personnel, the Board of Directors, and/or outside representatives of the patient's choice either individually or as a group, and free from restraint, interference, coercion, discrimination, or reprisal;
8. To be free from mental and physical abuse, free from exploitation, free from all forms of harassment, and free from use of restraints unless they are authorized by a physician for a limited period of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patients or for convenience of Center personnel;
9. To confidential treatment of information about the patient. Information in the patient's medical record shall not be released to anyone outside the Center without the patient's approval, unless another health care Center to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third-party payment contract, or a peer review, or unless the information is needed by the New Jersey State Department of Health for statutorily authorized purposes. The Center may release data about the patient for studies containing aggregated statistics when the patient's identity is masked;
10. To be treated with courtesy, consideration, respect, and recognition of the patient's dignity, individuality, and right to personal privacy, including, but not limited to, auditory and visual privacy. The patient's privacy shall also be respected when Center personnel are discussing the patient;
11. To not be required to perform work for the Center unless the work is part of the patient's treatment and is performed voluntarily by the patient. Such work shall be in accordance with local, State, and Federal laws and rules;
12. To exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed upon any patient;
13. To not be discriminated against because of age, race, religion, sex, nationality, or ability to pay, or deprived of any constitutional, civil, and/or legal rights solely because of receiving services from the Center; and

14. To expect and receive appropriate assessment, management and treatment of pain as an integral component of that person's care in accordance with N.J.A.C. 8:43E-6. 8:43A-16.3 Notice

(a) The administrator shall provide all patients and/or their families upon request with the name, addresses, and telephone numbers of the following offices where complaints may be lodged:

Hackensack Endoscopy Center, Aaron Shechter, Administrator
170 Prospect Ave Suite 10, Hackensack, NJ 07601
(201) 498-0030

Endoscopy Center of Bergen County, Aaron Shechter, Administrator
80 Eisenhower Drive Paramus NJ 07652
(201) 498-0030

Office of Acute Care Assessment and Survey
New Jersey State Department of Health
PO Box 367 Trenton, New Jersey 08625-0367
Telephone: 609-292-9900 Fax: 609-943-3013

And

State of New Jersey Office of the Ombudsman for the Institutionalized Elderly
PO Box 808 Trenton, New Jersey 08625-0808
Telephone: 877-582-6995
Web Site address: www.nj.gov/publicadvocate

(b) The administrator shall also provide all patients and/or their families upon request with the names, addresses, and telephone numbers of offices where information concerning Medicare and Medicaid coverage may be obtained.

Bergen County Medicaid
201-368-4200

Bergen County
Department of Human Services
201-336-7400

<http://www.medicare.gov/Ombudsman/activities.asp>

(c) Addresses and telephone numbers contained in (a) and (b) above shall be conspicuously posted throughout the Center including, but not limited to, the admissions waiting area or room, the patient service area of the business office, and other public areas.

15. The patient has the right to information regarding credentialing of Health Care Professionals at the Center.
16. The patient has the right to refuse any treatment, except as otherwise provided by law.
17. The patient has the right to choose his/her own pharmacy.
18. The patient has the right to receive care in a safe setting.
19. The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.

Each patient receiving care in this ambulatory Center shall have the following responsibilities:

Patients are required to:

1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
2. Follow the treatment plan prescribed by his/her provider
3. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by the provider
4. Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care
5. Accept personal financial responsibility for any charges not covered by his/her insurance
6. Be respectful of all the health care providers and staff, as well as other patients.

You may, of course, seek treatment at a health care service provider of your own choice. A listing of alternative health care service providers can be found in the classified section of your phonebook under the appropriate heading or the Provider Directory provided by your insurance carrier.