

SOUTHWEST ENDOSCOPY & SURGERY CENTER

701 E. Rendon-Crowley Road Burleson, Tx 76028

Patient Rights

1. You have the right to personal privacy and care in a safe setting free from all forms of abuse, harassment, discrimination, or reprisal.
2. You have the right to accurate and easily understood information about your health plan, treatment, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just do not understand something, help should be given so you can make informed health care decisions prior to your treatment or procedure.
3. You have the right to choose health care providers who can give you high quality health care.
4. If you have severe pain, an injury, or sudden illness that makes you believe that your health is in serious danger, you have the right to be screened and stabilized using emergency services. You should be able to use these services whenever and wherever you need them, without needing to wait for authorization and without any financial penalty.
5. You have the right to know your treatment options and take part in decisions about your care. Parents, guardians, family members, or surrogates that you select can represent you if you cannot make your own decisions according to state law. If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are to be exercised by the person appointed under state law to act on your behalf.
6. You have the right to considerate, respectful care from your doctors, health plan representatives, and other health care providers that does not discriminate against you.
7. You have the right to talk privately with your health care providers and to have your health care information protected. You also have the right to read, copy your own medical record, You have the right to ask that your doctor change your record if it is not correct, relevant, or complete. Unless authorized by law, you have the right to approve or refuse record release.
8. You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel without fear of reprisal. This includes complaints about waiting times, operating hours, the actions of health care personnel, and adequacy (or lack of) of treatment or care.
9. Contact information if you feel as if any of your rights are being violated.
 - Office of Medicare Beneficiary Ombudsman Website:
<http://www.medicare.gov/claims-and-appeals/medicare-rights/gethelp/ombudsman.html>
 - Contact Medicare at 1-800-MEDICARE
 - Texas Department of State Health Services: www.dshs.state.tx.us/hfp/complains.shtm
PH# 1-888-973-9292

10. You have the right to submit a grievance either verbally or in writing to:

- Administrator of the Surgical Center Southwest Endoscopy & Surgery Center
701 E. Rendon-Crowley Rd.
Burleson, TX 76028
PH# 817-293-9292.

You will receive a written notice of decision within 14 calendar days describing the steps taken to investigate, the results, and the completion date.

Patients Responsibilities

1. You have the responsibility to provide to the best of your knowledge, accurate, and complete health information.
2. You are responsible to participate in your plan of care and provide an Advance Directive if you have one.
3. You are responsible for following the treatment plan recommended.
4. You are responsible for making known whether or not you clearly understand the medical treatment plan.
5. You must have a responsible adult to provide you transportation and assist with your care for the first 24 hours post op.

Advanced Directives

Advance Directives will not be honored at our surgery center in the case of deterioration. We will do everything to stabilize you, the patient, and arrange for immediate transfer to a nearby hospital. If indeed a need arises, we will try any life saving measure to stabilize you for transport. If you do not have an Advanced Directive and would be interested in completing one, we are happy to supply you with information.

Financial Interest/Ownership

Dr. Mukhtar Anees, MD is the sole owner and Medical Director of the facility.