

Maryland Diagnostic & Therapeutic Endo Center

621 Ridgely Ave, Suite 101, Annapolis, MD 21401
Phone: 410-224-3636 Fax: 410-972-2698

Patient Rights

In recognition of the responsibility of Maryland Diagnostic & Therapeutic Endo Center (MDTEC) to provide high quality patient care the following description of patient's rights is being provided. These rights can be exercised on the patient's behalf by a designated surrogate or proxy decision maker if the patient lacks decision-making capacity is legally incompetent, or is a minor.

Every patient has the right to:

- Considerate and respectful care.
- Quality care and treatment in a safe environment.
- Be free from all forms of abuse or harassment.
- Privacy and confidentiality in all areas of care.
- Knowing at all times the identity, title, and credentials of health care personnel responsible for your care and knowing you have the right to request another qualified provider if there is one available.
- Staff will make every attempt to communicate in the language or manner primarily used by you.
- An explanation concerning the diagnosis, treatment, procedures, and prognosis of illness in understandable terms. When it is not medically advisable to give such information to the patient, the information will be provided to the appropriate family members.
- Receive information, from the physician, necessary to give informed consent prior to the start of the procedure or treatment. Except in emergencies, this information will include a diagnosis, specific treatment, risks involved, and a prognosis.
- Participate in decisions involving care, except when contraindicated for health reasons. The patient may also refuse treatment but must be informed of the consequences of the refusal.
- Be informed of off-hour emergency coverage.
- Expect the center to respond to reasonable requests for service. When medically necessary, a patient may be transferred to another health care facility after receiving complete information and explanation as to why the transfer was needed.
- Ask and be informed of the existence of business relationships among hospitals, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
- Examine and receive an explanation of your bill and available payment methods.
- Review medical records and to have the information explained or interpreted as necessary, except when restricted by law.
- Receive services without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin, or sponsor.
- You have the right to exercise your rights while receiving care or treatment in the center without coercion, discrimination or retaliation.
- Advance Directives; it is the policy of this facility that it will always attempt to resuscitate a patient and transfer that patient to a hospital in the event of deterioration. The Advanced Directive is kept with your medical record and will be supplied to the receiving facility in the event of a transfer.
- Voice grievances and recommended changes in policies and services to the centers staff, administration, State Department of Health, and Office of Medicare without fear of reprisal.
- Expect that marketing and advertising conducted by the facility is not misleading.
- Be informed of the facility's rules and regulations relating to patient and visitor conduct.
- Participation by any patient in a clinical training programs or any research project affecting his/her care or treatment is strictly voluntary. Specific information concerning potential benefits, risks and alternatives will be provided to anyone who agrees to participate in a research project. A decision not to participate in a research project in no way compromises or adversely affects access to care or the quality of care.

Our health care team is dedicated to providing safe, quality patient care in a friendly, caring environment. If you wish to discuss any concerns or have complaints regarding your care at the center, please call 410-224-3636 and ask to speak to the Administrator.

Patient Responsibilities

All Maryland Diagnostic & Therapeutic Endo Center patients are expected to assume reasonable responsibility for their health and health care in order to achieve the best patient outcomes. These responsibilities are:

- To provide to the best of your knowledge accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- To follow instructions and advice of your physician, including follow-up care.
- To let a staff person know if you do not understand information about your care and treatment.
- To be respectful and considerate of other patients and the staff at MDTEC. This includes controlling noise and a number of visitors and honoring others rights to confidentiality.
- To pay your bills promptly. If you cannot pay or if someone else is paying your bill, please inform the facility.
- To follow the rules and regulations of the facility.

The following information is being provided to you should you wish additional assistance with your concerns:

Office of the Medicare Beneficiary Ombudsman

www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

Maryland Department of Health & Mental Hygiene

The role of the Medicare Beneficiary Ombudsman is

to ensure Medicare beneficiaries receive the information

and help you understand your Medicare options, and to

apply your Medicare rights and protection.

Office of Health Care Quality

www.dhmh.maryland.gov/ohcq

Spring Grove Hospital Center

Bland Bryant Building

55 Wade Ave, Catonsville, MD 21228

410-402-8040