



AUSTIN ENDOSCOPY CENTER

8015 Shoal Creek Blvd Suite 300
Austin, Texas 78757
(512) 371-1519
(512) 371-3131 fax
5:15 a.m. – 5:30 p.m.

4310 James Casey Suite 4B
Austin, Texas 78745
(512) 532-8000
(512) 532-8008 fax
6:00 a.m. – 4:00 p.m.

www.austingastro.com

ON BEHALF OF THE PHYSICIANS AND STAFF, WELCOME TO AUSTIN ENDOSCOPY CENTER.

Austin Endoscopy Center is the first specialty center in the Austin area dedicated solely to the prevention, diagnosis, and treatment of gastrointestinal illnesses.

Austin Endoscopy Center is the result of physicians' initiative to build a Center entirely dedicated to gastrointestinal disease. Under the guidance and ownership of the physicians of Austin Gastroenterology, P.A., the Center was designed to create an optimal environment for your care. All Austin Gastroenterology physicians are Board certified (or Board eligible) in Internal Medicine and Gastroenterology.

Austin Endoscopy Center emphasizes "*Patient-Focused Care*," which makes treatment, comfort, and convenience the primary factors in the design and operation of the Center. "*Patient-Focused Care*" is a philosophy that everything done is centered around you, the patient.

The design, management, staffing, and operation of the Center are all focused towards your needs and overall comfort. Each caregiver is highly skilled and cross-trained in various fields, thus providing and ensuring you high-quality care. Family members are always welcome and encouraged to become involved in your care. This gives your family members the opportunity to understand gastrointestinal illnesses and take an active role in your treatment plan.

THANK YOU FOR CHOOSING US FOR YOUR HEALTHCARE!

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

We consider you a partner in your care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. Austin Endoscopy Center encourages respect for the personal preferences and values of each individual.

YOUR RIGHTS

- You have the right to impartial access to treatment or accommodations that are available or medically indicated regardless of race, creed, sex, national origin, age, or disability.
- You have the right to be informed about your illness, possible treatments, likely outcomes, and the right to discuss this information with your doctor.
- You have the right to know the names and roles of the people treating you.
- You have the right to have an Advance Directive, such as Living Will or Healthcare Proxy. These documents express your choices about your future care or name someone to decide for you if you cannot speak for yourself. If you have a written Advance Directive, please provide a copy to the Center, your family, and your doctor. If you do not have one and would like a blank form, please ask the receptionist.
- You have the right to privacy. The Center, your doctor, and others caring for you will protect your privacy as much as possible.
- You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required and/or permitted by law. When the Center releases records to others, such as insurers, it emphasizes that the records are confidential.
- You have the right to review your medical records and to have the information explained, except when restricted by law.
- You have the right to expect that the Center will give you the necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended or requested, and you will be informed of the risks, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you and you have agreed.
- You have the right to know if this Center has relationships with outside parties that may influence your treatment and care. These relationships may be educational institutions, other healthcare providers, or insurers.
- You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the Center provides.
- You have the right to be told of realistic care alternatives.
- You have the right to know about the Center rules that affect you and your treatment and about charges and payment methods.
- You have the right to know about the Center's resources that may help you resolve problems and questions about your care.
- You have the right to considerate and respectful care.
- You have the right to request an itemized statement of your charges regardless of the source of payment.
- You have the right to make statements regarding any aspect of your care – in written form or verbally.
- You have the right to be placed in a protective environment when it is deemed necessary for your personal safety.
- You have the right to participate in all aspects of your healthcare.
- You have the right to receive instructions and/or education to allow you to achieve an optimal level of wellness and an understanding of your basic needs.
- You have the right to access all health records pertaining to you. You have the right to challenge the accuracy of these records and to

have your records corrected. You also have the right to transfer all such records in the care of continuing case at another facility or to another doctor.

YOUR RESPONSIBILITIES

- You are responsible for providing information about your health, including past illness, hospital stays, and use of medicines. **Please complete the Patient Information Sheet and Medical History before arriving at the Center for your appointment.**

- You are responsible for providing information for insurance claims and for working with the Center to arrange payment when needed. **Please bring a photo ID and your insurance cards with you to the Center when you arrive for your procedure.** You may have a co-insurance payment to pay for the Center and your physician depending on your insurance coverage.

- You are required to have a responsible adult accompany you to the Center. They may be asked to remain at the Center during your stay. You will not be allowed to drive for 24 hours after sedation**

- You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment or treatment preparations, you are responsible for telling your doctor.

- Your health depends not just on your Endoscopy care, but also in the long term on the decisions you make in your daily life. You are responsible for recognizing the effect of lifestyle on your personal health.

- You and your visitors are responsible for being considerate of the needs of other patients and members of the staff.

WHAT TO EXPECT DURING YOUR VISIT

Austin Endoscopy Center is committed to *“Patient-Focused Care.”* What this means to us is that everything we do is orchestrated around the patients and not us. By being patient-focused, we will do the following:

- We will respect your values, preferences, and expressed needs.
- We will coordinate and include you in information about your treatment plan.
- We will provide education to you as necessary and as requested.
- We will do whatever we can to maintain your comfort.
- We will provide emotional support to help alleviate your fear and anxiety.
- We will involve your family and friends as you wish.

Who Will Take Care of You?

Your care will be delivered by a caring team consisting of your Physician, a Registered Nurse, Endoscopy Technician, and other staff members who have been trained to understand and embrace the Center’s philosophy of *“Patient-Focused Care.”* Our Registered Nurses have special training in gastrointestinal disease, as well as other disease processes, to assist with focusing on your individual needs. Our Endoscopy Technicians, who also have special training in gastrointestinal diseases, are staff members who assist our nursing staff in your daily care.

All of our staff have been through an extensive orientation and competency process. This ensures that the delivery of care is focused on the needs of the patient by delivering the very best in patient care. Austin Endoscopy Center offers continuing education for all staff on new technology and services. The staff participates in competency skill testing on a regular basis. The staff have also completed courses in Advanced Cardiac Life Support (ACLS), Certification in Gastroenterology for RNs (CGRN), and Certification of Gastroenterology Technical Specialist (GTS) for the Technicians, to better care for you.

About the Center

The Center has been designed with the comfort and convenience of you and your family in mind. There are several areas within the Center. You will enter the Reception/Lobby where your family may wait during your procedure. The area also contains several offices, the Pre- and Post-Procedure areas, and several procedure rooms.

The Pre- and Post-Procedure areas are equipped with stretchers, monitoring equipment and various other supplies to assist our staff in caring for all of your needs. Your family/friends are encouraged to wait with you in the pre/post areas if you approve. Your stretcher (gurney) has the flexibility to have the head move up and down for comfort. You will remain on this stretcher from your admission through discharge. You will be connected to a cardiac monitor that will measure your heart rate, rhythm, blood pressure, pulse, and oxygen level. Side rails on the stretcher will be positioned up for your safety.

To immediately notify your nurse that you need assistance, press the nurse call button.

An emergency button is located in all bathrooms. Pushing the button down or pulling the cord alerts the staff that you are in need of help. Someone will respond to your needs **immediately**. If you are cold or uncomfortable, or if you need any assistance, please talk to any staff member.

You will be taken to the Procedure Room, on the stretcher, by the staff member who will be caring for you while you undergo your Endoscopy procedure. **If you have any concerns, questions or are uncomfortable, please let them know immediately.** You will see your doctor in the Procedure Room.

Infection Control

You, the patient, are the focus of our care. We do our absolute best to take care of you. That includes having an aggressive Infection Control program. This is directed by the Infection Control Registered Nurse. All of the Center's equipment is cleaned, disinfected, and sterilized according to CDC (Centers for Disease Control and Prevention) and APIC (Association of Professionals of Infection Control) standards for your health and well-being. **If you have any questions or concerns, please ask your doctor or nurse.**

Day of Your Procedure

On the day of your procedure, you will be asked to arrive 1 hour before your scheduled procedure time (2 hours if your doctor has ordered an antibiotic prior to your procedure). There are **many** steps to prepare you for your procedure. We don't want to rush you or have you incompletely prepared.

You will be greeted by the Receptionist and information will be obtained to complete your patient record. **Please have your completed Patient Information Sheet (both sides), driver's license, and your insurance card(s) available.** You may be asked to pay a co-insurance fee for the Center and your doctor, depending on your insurance coverage. A patient identification bracelet will also be placed on your wrist.

You will be asked to remove **all** of your jewelry (including jewelry from any piercings). Please do not bring money, jewelry, or other articles of unusual value to the Center. **The Center is not responsible for the loss or damage of items.**

You will be escorted to the Pre-Procedure area to prepare you for your procedure. The nursing staff will assist you with changing and securing your personal belongings, if needed. Your nurse will then obtain needed signatures for Informed Consent of your procedure(s), start an IV (intravenous access to give you fluids and medication to relax you during the procedure), and perform a physical assessment. Your nurse will also ask numerous questions regarding your health history, medications you are taking, past reactions to medications and any allergies you may have. You will be asked to wear an allergy bracelet, which alerts caregivers to your allergies, if you have allergies. Your nurse will be happy to answer any final questions you might have. It is important for you to understand the risks, benefits, and alternatives available to you whenever you are undergoing a procedure.

You will be taken into one of the procedure rooms by the Registered Nurse (RN) taking care of you during your procedure. We know that everyone gets anxious, especially regarding the "unknown," so there will always be someone with you. **We are here for your safety and comfort so please feel free to ask if you need or want anything.**

Even though we do not encourage it, **if** family/friends wish to leave the Center for any time while a patient is undergoing a procedure or in recovery, please ask them to stay in communication with the Center staff regarding the patient's progress. Our phone number is (512) 371-1519 (Shoal Creek) or (512) 532-8000 (James Casey).

Recovery After Your Procedure

After your procedure you will be taken to the Recovery Area for close monitoring. Specially trained nurses will frequently monitor your blood pressure, heart rate, and breathing. They will care for you until you are ready to be discharged according to your doctor's orders. You may expect frequent checks of your pulse, breathing, and blood pressure. You will be allowed liquids by mouth if ordered by your doctor. Be sure to tell your nurse if you are uncomfortable in any way or if you become nauseated.

Your doctor will come out to talk with you regarding the findings of your procedure. You **may not** remember the conversation because of the medication given to relax you during the procedure. **It is extremely important to have someone with you so that they may also hear the conversation between you and your physician to help you "remember" later on.** You will also be given written discharge instructions.

When your physician determines you are ready, you will be discharged from the Recovery Area in the care of the responsible adult that is accompanying you. A staff member will assist you to your vehicle.

Concerns During Your Visit to the Center

At Austin Endoscopy Center, your satisfaction with all services is important to us. Should you or your family members become concerned about the care you are receiving, you may request to speak to the Administrator at any time to discuss any issues that did not meet your expectations. You may also call the Administrative offices at (512) 420-0186 after your discharge. We encourage you to voice your opinions on the Patient Satisfaction Survey regarding the care you have received during your visit to the Center. You may also go to www.austingastro.com and complete the survey online. We welcome your comments.

ANSWERS TO OTHER QUESTIONS OR CONCERNS

Understanding Your Bill

The Business Office routinely files all necessary claims to insurance companies for reimbursement. The patient, however, is ultimately responsible for payment of the bill. It is extremely important that the Center is given **all** the information regarding your insurance as soon as possible. The Business Office will verify and determine the nature of your insurance coverage.

You may be asked for the following:

- deposit or co-insurance payment made before or upon admission;
- payment made during Center stay; or
- other payment upon discharge.

Payment, co-insurance, and/or deposit may be made with cash, check, or credit card, such as Master Card, Visa, Discover, and American Express. Inquiries regarding payment or deposit requirements for your services may be discussed with a Business Office Representative.

Medicare requires that your Center admission and procedure be justified as a medical necessity or Medicare will not pay for your care. You have the right to appeal any written notice that states Medicare will no longer be responsible for your bill. Please ask someone from the Billing Office to contact you if you wish to appeal a Medicare denial decision.

Austin Endoscopy Center is aware that bills are sometimes difficult to understand because of the various requirements imposed on the Center by health insurance carriers. Your statement of account will include **only** those services rendered to you by Austin Endoscopy Center.

Services provided by your Austin Gastro doctor, the anesthesiologist, the pathologist, and the laboratory are billed by their respective offices. You may call their offices directly at the following numbers:

AG Pathology Laboratory: (512) 420-0186
Cardiovascular Anesthesiology, PA: (512) 407-7400
Clinical Pathology Laboratory (CPL): (512) 873-1600
Quest Diagnostic Laboratory: (800) 824-6152
Lab Corp Laboratory: (800) 735-9461

If you wish to have your statement of accounts clarified, you may call the Business Office at (512) 420-0186.

Most insurance plans do not cover 100 percent of your visit. You may be expected to pay a facility fee co-insurance (depending on your insurance) prior to your procedure. If you are unable to pay the balance in full, you may make arrangements for installment payments by speaking with the Front Office Coordinator or by calling the Business Office at (512) 420-0186.

Visitor Information

Your family and friends are encouraged to accompany you to the Center. We value their assistance. Designated caregivers, as determined by the patient/family, will be educated along with the patients in order to facilitate an understanding of your treatment plan. Family/friends are encouraged to spend as much time as needed with the patient. However, consideration should be given to the needs of you, the patient. Our nurses and/or your physician may issue a "no-visitor" order or limit the number of visitors if you are not resting or need minimal disturbance.

To benefit patients, visitors, and personnel, all visitors are required to conduct themselves in a polite and courteous manner. Any visitor who exhibits threatening behavior or uses abusive/profane language will be requested to leave the Center immediately.

We also ask that our visitors be aware of their own medical condition when accompanying you to the Center. In the best interest of the health of our patients and staff, visitors who have a fever, symptoms of colds, flu, or any type of communicable disease should not come to the Center.

Services Available

- Translation Services.** Foreign language translation services are available through AT&T Language Line (more than 200 languages available) to assist in communicating with patients regarding their medical care. The staff can make arrangements for this service should it be necessary for effective communication.
- Sign Language.** Sign Language services are available if needed. If you need sign language services, please contact your nurse.
- Wheelchairs.** Wheelchairs are available to individuals requiring this type of assistance.
- TDD.** A Telecommunications Device for Deaf persons (TDD) is available on request. A staff member can make the necessary arrangement for your use of the equipment.
- Other.** If you have **any** other special requirements or needs, please discuss them with a staff member.

Ethics Review

Feelings of anxiety and uncertainty often affect both you and your family when you are ill. Sometimes you or your family may have a dilemma or conflict with your planned course of treatment. If so, you may request a meeting of the Ethics Committee. The Ethics Committee provides consulting services to patients, physicians, and Center personnel when ethical considerations or personal dilemmas regarding the extent of treatment of irreversible or terminal conditions. The Ethics Committee is convened when there is a conflict between any of the involved parties relating to levels of treatment that are planned.

If you feel that you or your family members would like the Ethics Committee to meet or if you would like the Committee to review your care in terms of planned treatment for your irreversible or terminal condition, inform your nurse. Your nurse will contact the appropriate parties, and a meeting of the Ethics Committee will be arranged.

Fire Drills and Emergency Drills

The Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) and other licensing organizations, such as the Texas Department of Health, require our Center to routinely participate in fire and disaster drills. Do not be alarmed. During a fire or disaster drill, an announcement will be made that a drill will take place and an alarm will sound. Staff will keep you informed. In the event of a **true** emergency, staff will guide and assist you to a safe area.

Transfer Policy

We are focused on providing you, the patient, with safe and comprehensive endoscopic care. Therefore, the Center has made provisions with several area hospitals to transfer you in case of an emergency or if you need a higher level of care. If the need arises, your doctor will discuss this with you and/or your representative. Arrangements for transportation and admission to the receiving hospital will be made by our staff. A copy of your records will be sent to you. You or your representative will be kept informed at all times. This possibility of transfer is a rare occasion.

Use of Electronic Devices

Please refrain from loud conversations on your cell phone. You may use your computer games and/or CD player as long as they are not disturbing to other patients or visitors.

Complaints

If you have a complaint regarding your care while at the Center that has not been resolved to your satisfaction, you may contact the Administrator/Chief Nursing Officer at:

Austin Endoscopy Center
8015 Shoal Creek Blvd., Suite 300
Austin, Texas 78757
Attn: Anita Hunter, RN,CASC
Administrator/CNO
1-512-371-1519

or you may contact:

Texas Department of State Health Services
1100 W. 49th Street
Austin, Texas 78756
1-888-963-7111

Firearms

Firearms are **NOT** allowed inside the Center.

Pet Policy

Pets are not allowed at the Center with the exception of assistive guide dogs.

Smoking Policy

The Center is a smoke-and-drug-free facility. The Center recognizes the hazards of smoking and enforces a “**no smoking policy**.” There are designated smoking areas outside of the Center.