

## Advanced Directives

In accordance with New Jersey State law, this center must inform you that we are not required to and do not honor DNR directives. A healthcare power of attorney will be honored. If a patient should have a complication, the center staff will always attempt to resuscitate the patient and transfer the patient to a hospital in the event of deterioration. If a patient should provide his/her advance directive a copy will be placed on the patient's medical record and transferred with the patient should a hospital transfer be ordered by his/her physician.

At all times the patient or his/her representative will be able to obtain any information they need to give informed consent before any treatment or procedure.

In order to assure that the community is served by this facility, information concerning advance directives is available at the facility.

## Contacts

Garden State Endoscopy & Surgery Center  
Diamondhead Building  
200 Sheffield Street, Suite 101,  
Mountainside, NJ 07092  
908.241.8900

Medicare Beneficiary  
Ombudsman  
1-800-MEDICARE

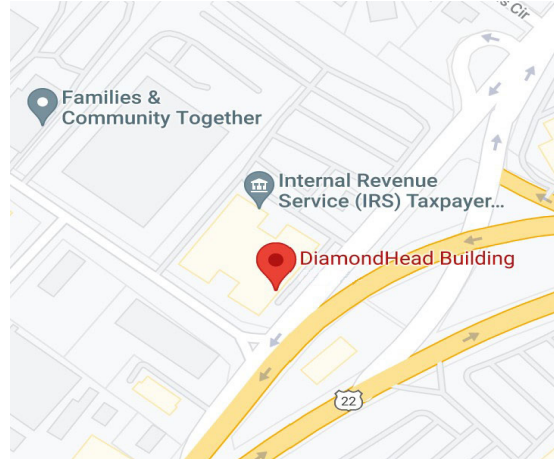
NJ Department of Health  
369 South Warren Street  
Trenton, NJ 08608-2308  
800.367.6543

[www.medicare.gov/claims-and-appeals/medicare-rights/get-help/Ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/Ombudsman.html)

For concerns about patient safety and quality of care that you feel have not been addressed appropriately by the center administrator, you can also contact:  
The Joint Commission,  
One Renaissance Boulevard,  
Oakbrook Terrace, IL 60181  
[www.jointcommission.org](http://www.jointcommission.org)

## Garden State Endoscopy & Surgery Center

Diamondhead Building  
200 Sheffield Street, Suite 101,  
Mountainside, NJ 07092  
Phone: 908.241.8900  
Fax: 908.241.8933



## Directions

### From Garden State Parkway

#### Northbound:

Take Garden State Parkway to Exit 139B toward NJ-82 W/Union  
Turn Right onto Chestnut St then Turn Left onto Fairway Dr N  
Turn Right onto US-22 W

#### Southbound:

Take exit 140B to merge onto US-22 W toward NJ-82  
E/Elizabeth/Somerville

#### From US-22 W:

Take the exit toward Sheffield  
Turn Right onto Mountain Ave  
Take the ramp on the Left to US-22 W/Sheffield St/Somerville  
Merge onto Mountain Ave and quickly after the jug handle turn  
Right into the parking lot  
Turn Right on Sheffield St if you miss the parking lot entrance  
Do not get back onto US-22

#### From Route 22

##### Eastbound:

Take US-22 East  
Slight Left onto Mountain Ave

##### Westbound:

Take US-22 West  
Take the exit toward Sheffield  
Turn Right on Mountain Ave

##### From Mountain Ave:

Take the ramp on the left to US-22 W/Sheffield St/Somerville  
Merge onto Mountain Ave and quickly after the jug handle turn Right  
into the parking lot  
Turn Right on Sheffield St if you miss the parking lot entrance  
Do not get back onto US-22

\*See the front to scan QR Code Directions\*



# Patient Information Brochure



## Physician Participation

This is to inform you that your physician may have a financial interest or ownership in this center. A list of owners will be provided upon request.

## Patient Rights Notification

Each patient at the center will be notified of their rights in the following manner:

- A written notice provided in advance of their procedure in a language and manner the patient understands
- A verbal notice provided in advance of their procedure in a language and manner the patient understands
- A posted notice visible by patients and families waiting for treatment

## Patient Guardian

The patient's guardian, next of kin, or legally authorized responsible person has the right to exercise the rights delineated on the patient's behalf, to the extent permitted by law, if the patient:

- Has been adjudicated incompetent in accordance with the law
- Has designated a legal representative to act on their behalf
- Is a minor

## Patient Grievances

The patient and family are encouraged to help the facility improve its understanding of the patient's environment by providing feedback, suggestions, comments and/or complaints regarding the service needs, and expectations. A complaint or grievance should be registered by contacting the center administrator and/or a patient advocate at the New Jersey State Department of Health or Medicare (numbers provided in this flyer). The surgery center will respond in writing with notice of how the grievance has been addressed within 30 days of receipt of the complaint or grievance.



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# Rights of Patient

The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal and receive services without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin, or sponsor. The patient has the right to be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse. The patient has the right to exercise his/her rights without being subjected to discrimination or reprisal.

## Respect

- Patients are treated with respect, consideration and dignity for both property and person.
- The organization respects the patient's cultural and personal values, beliefs, and preferences.

## Communication

- The organization respects the patient's right to and need for effective communication.

## Dignity/Privacy

- Patients are provided appropriate respect for privacy and confidentiality including all information and records pertaining to their treatment.
- The organization treats the patient in a dignified and respectful manner that supports his/her dignity.
- Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

## Consideration and Safety

- Receive care in a safe setting.
- Be free from all forms of abuse and harassment.
- The patient has the right to actively participate in decisions about his/her care.
- Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the center.
- Patients are informed of their right to change their provider if other qualified providers are available.
- Patients are given the opportunity to participate in decisions involving their care, except when such participation is contraindicated for medical reasons.
- The organization involves the patient's family in care, treatment, or services decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.

## Confidentiality

- Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law or third-party payment contract.

## Information

- The organization allows the patient to access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis before the treatment or procedure tailored to the patient's age, language, and ability to understand. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- The organization provides interpreting and translation services, as necessary.
- The organization communicates with the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.
- Disclose physician financial interests or ownership in the center.
- Services available at the organization.
- Provisions for after-hours and emergency care.
- Fees for services, eligibility for third party reimbursement and, when applicable, the availability of free or reduced cost care and receive an itemized copy of his/her account statement, upon request.
- Payment policies
- Advance directives, as required by state or federal law and regulations and if requested, official State advance directive forms.
- Document in a prominent part of the patient's current medical record, whether or not the individual had executed an advance directive.
- The credentials of health care professionals.
- The patient will be informed of his/her rights prior to the procedure in a manner in which the patient or the patient's representative understands. The center must protect and promote the exercise of such rights.
- Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
- Patients are provided with appropriate information regarding the absence of malpractice insurance coverage.

- The organization informs the patient or surrogate decision maker about unanticipated outcomes of care, treatment, or services that relate to sentinel events considered by The Joint Commission.
- Representation of accreditation to the public must accurately reflect the accredited entity.
- Patients may access his/her medical record pursuant to the provisions of section 18 of the Public Health Law, and Subpart 50-3 of this Title.
- Receive from his/her physician information necessary to give informed consent prior to the start of any nonemergency procedure or treatment or both. An informed consent shall include, as a minimum, the provision of information concerning the specific procedure or treatment or both, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision. A patient has the right to give or withhold informed consent.
- Patients are informed about procedures for expressing suggestions, complaints and grievances regarding treatment or care that is (or fails to be) furnished, including those required by state and federal regulations.
- Complaints should be registered by contacting the center and/or patient advocate through the State Department of Health or Medicare. The center will respond in writing with notice of how the grievance has been addressed within 30 days.

## Patient Responsibilities

The care a patient receives depends partially on the patient. Therefore, in addition to these rights, a patient has certain responsibilities that are presented to the patient in the spirit of mutual trust and respect.

### Patient Responsibilities require the patient to:

- Follow the treatment plan prescribed by his/her provider and participate in his/her care.
- The patient is encouraged to ask any and all questions of the physician and staff in order that he/she may have a full knowledge of the procedure and aftercare.
- 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.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Provide the organization with information about their expectations of and satisfaction with the organization.
- Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Be respectful of all the health care providers and staff, as well as the other patients.

For more information, contact GSE at 908.241.8900



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