

## **Advance Directives**

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In accordance with Florida law, this center must inform you that we are not required to honor and do not honor DNR directives. A healthcare power of attorney will be honored.

If a patient should provide his/her advance directive a copy will be scanned into Provation 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. While the state of Florida does not have required a specific form for an advanced directive, sample forms are available at the center's office. To obtain this form and information, please call (850) 877-2105.

## **Patient Rights Notification**

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

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

## **Patient Grievances**

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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 and/or a patient advocate at the Florida Department of Health or Medicare (number provided in this flyer). The endoscopy center may respond in writing with notice of how the grievance has been addressed.

### **Contacts:**

Tallahassee Endoscopy Center  
Nichole Breeden, R.N.  
2400 Miccosukee Rd.  
Tallahassee, FL 32308  
(850)942-4706  
www.ddctally.com

Florida Department of Health  
2585 Merchants Row Blvd  
Tallahassee, FL 32399  
(850)245-4444  
www.doh.state.fl.us

Medicare Beneficiary  
Ombudsman  
1-800-MEDICARE  
(1-800-633-4227)  
www.medicare.gov  
(ombudsman link is on the left hand column.)

## **Tallahassee Endoscopy Center**

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### **Rights of Patients**

The following list of patient rights is not intended to be all inclusive. Patients receiving care at our center have a right to:

- Be treated with respect, consideration and dignity.
- Exercise these rights and treated without regard to gender, race, cultural, economic, educational or religious background and without fear of discrimination or reprisal.
- Be treated in a safe environment that is free of physical or psychological threats.
- Expect that any architectural barriers identified will be addressed, and, whenever feasible, such barriers will be modified or corrected.
- Access communication aids (i.e. interpreters, sign language, etc.)
- Be provided appropriate privacy and confidentiality concerning their medical care- the patient has the right to be advised as to the reason for the presence of any individual directly involved or observing their care.
- Be free of restraint except when indicated to protect the patient or others from injury.
- Have their questions, concerns or complaints addressed in good faith.
- Expect continuity of care. The patient will not be discharged or transferred to another facility without prior notice, except in the case of a medical emergency and within the limits of legal regulations.
- Provisions for after-hour and emergency care.
- Access necessary surgical and/or procedural interventions that are medically indicated.
- Obtain any information they need to give informed consent before any treatment or procedure.