

Important!

You will be asked to acknowledge receipt of this notice on the day of your procedure.

Please Bring

On the day of your procedure please bring the following:

- ❖ **This Notice**
- ❖ **All of your medical insurance cards**
- ❖ **One of the following:**
 - **Driver's license**
 - **State Identification Card**
 - **Or Other Legal Photo Identification**

If the address on your identification is different than your current address, a current utility bill must be provided.

The Federal Trade Commission (FTC) recently issued a regulation known as the "Red Flag Rule" (Section 114 and 315 of the Fair and Accurate Credit Transactions Act) that is intended to reduce the risk of identity theft.

As a healthcare provider, we bill for services rendered and we may be considered a "creditor" as defined by the Equal Opportunity Credit Act and are required to comply with the Red Flag Rules.

Directions

❖ Going West on Baltimore Beltway (I-695)

Take Beltway (J-695 West) to Providence Road, Exit #28. At top of ramp, keep right and proceed South on Providence Road. Providence Road ends at Joppa Road. At the traffic light, turn right onto Joppa Road. At the first traffic light, turn left onto Fairmount Avenue. Clinical Associates, P.A. is in the second building on the right. Turn right into the driveway. Watch for sign directing you to visitor parking. Make a left turn and then a right turn into the visitors parking garage.

❖ Going East on Baltimore Beltway (I-695)

Take Beltway (1-695 East) to Dulaney Valley Road - South Exit #27A. Proceed South on Dulaney Valley Road approximately 1/2 mile to Fairmount Avenue. At the second traffic light, turn left. Towson town Mall will be on your right. Proceed in the right-hand lane on Fairmount Avenue past the Towson town Mall. Stay alert and watch for the Fairmount Avenue sign on the right, immediately before the second light. You will bear right at the second traffic light, passing the Cancer Survivor's Memorial Park, continuing on Fairmount Avenue. After turning right, you will continue to the next light (Joppa Road intersection) and cross over Joppa Road. Clinical Associates, P.A. is in the second building on the right. Turn right into the driveway. Watch for sign directing you to visitor parking. Make a left turn and then a right turn into the visitors parking garage.

Information About Your Outpatient Visit

- ❖ **Patient Rights**
- ❖ **Advanced Directives**
- ❖ **"Red Flag" Federal Trade Commissions (FTC) Regulation**

Clinical Associates Ambulatory Surgery Center

**515 Fairmount Avenue
Suite 100
Towson, Maryland 21286
Phone: 410-494-1315
Fax: 410-494-7735**

Hours of Operation:

**Monday - Friday
7:45 am - 4:00 pm**

Website

www.ClinicalAssociatesMD.com

Welcome to

Clinical Associates, P.A.

Ambulatory Surgery Center/Endoscopy Suite

Our Mission

It is the mission of Clinical Associates, P.A. Ambulatory Surgery Center/Endoscopy Suite to provide high quality, patient centered service while being cost effective, for selected outpatients requiring specific gastroenterology and urology procedures.

Our focus is monitored and evaluated through continuous performance improvement and assessment of the services rendered by each member of the ASC/ Endoscopy Suite team.

We involve the patient and family/significant others in planning for patient care prior to, during and following the procedure. Communication between patient, family and physician is essential to achieving quality patient outcomes.

If you have a complaint, you can contact, without fear of discrimination or reprisal:

- ❖ MD Attorney General's Office, on line at www.oag.state.me.us/consumer/HEAU.htm: or address mail to **The Office of the Attorney General, Consumer Protection Division, Health Education & Advocacy Unit, 200 St. Paul Place, 16th floor, Saito, MD 21210**; Phone (410) 528-1840, Fax (410) 576-6571.
- ❖ You may also file a formal complaint about your care at the Office of Health Care Quality **Barbara Fagan, 55 Wade Ave., Catonsville, MD 21228**; Phone (410) 402-8040
- ❖ In addition, you may report complaints to the Office of the Medicare Beneficiary Ombudsman online at <http://www.cms.hhs.gov/center/ombudsman.asp>.
- ❖ In addition, you may file a complaint with **Accreditation Association for Ambulatory Health Care (AAAHC)** by calling (847) 853-6066.

Federal Regulations now require Healthcare facilities to notify each patient of the information that is provided to you in this brochure.

Patient Rights

As a patient you have certain rights and responsibilities. We recognize that a respectful relationship between the healthcare provider and the patient is the foundation of optimal medical care.

Patients have the right to:

- Receive humane care and treatment, with respect and consideration.
- Receive information about the credentials of the healthcare professionals providing care.
- To have privacy of your health care information protected to the full extent of HIPPA regulations. To have privacy practices available for you review.
- Confidentiality of your health records
- Be informed of your diagnosis, options for treatment, and likely outcomes with each of those options. If it is medically inadvisable to give such information to the patient, the information will be provided to a person designated by you or to a legally authorized person.
- To refuse any treatment, including experimental research, and to choose among offered treatments.
- To know the facility charges that you incur for treatment and the facility payment policies.
- To receive verbal and written instructions Concerning your discharge plan of care and to have all questions regarding this plan answered to your satisfaction including how to obtain after-hours and emergency care.
- To receive care from your health care providers without any discrimination on the basis of race, religion, national origin, sex, age, handicap, marital status, and partner status.
- A second professional opinion regarding one's health care and treatment.
- To authorize the release of medical records upon written request.
- To grant or to deny access of your medical records to others, except to those as required by law.
- To inspect your medical records and to have them copied upon your written request. Clinical Associates, P.A. has the right to charge for copies.
- To be given information concerning Advanced Directive upon your request.
- To receive information concerning Clinical Associates, P.A. Ambulatory Surgery Center/ Endoscopy Suite's Grievance Policy upon your request.

Patient Responsibilities

Patients have the responsibility to:

- Provide complete and accurate information regarding your current medical condition, and your current prescription and over-the-counter medications and supplements.
- Collaborate with your healthcare providers in the development and implementation of your prescribed plan of care.
- Use prescription medications and medical devices for oneself only.
- Reschedule/Cancel appointments if necessary.
- Provide an adult to transport you home after sedation and stay with you if your physician feels this is necessary.
- Assure that your financial obligations are fulfilled as expediently as possible and accept responsibility for any fees associated with the collection of unpaid balances.
- Protect your valuables.
- Inform your provider or any living will, medical power of attorney or other directive that may affect your care.
- Show respect to health professionals and other patients.

Advance Directive

In accordance with Maryland law, this center must inform you that we are not required to honor and do not honor Do Not Resuscitate (DNR) directives and will use all measures possible to sustain life.

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 if a hospital transfer is ordered by the physician.