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## **PATIENT RIGHTS AND RESPONSIBILITIES**

Southwest Endoscopy, Ltd. is owned and operated by the Physicians of Southwest Gastroenterology Associates. We, the staff of Southwest Endoscopy, Ltd. are committed to delivering healthcare with compassion, understanding and the highest degree of professionalism. We believe our patients should be afforded dignity, security, confidentiality, continuity of care and reasonable access to care as well as answers to their questions. In addition, patients have the right:

- To consent or refuse treatment,
- To receive a full explanation of all services, care and treatments provided including an explanation of your bill,
- To be informed about any research or investigational studies affecting your care,
- To determine your treatment options, and to appoint a surrogate decision maker if you are unable to communicate your wishes.
- To approve or refuse release of your medical records except when required by law.
- To change your provider if another qualified provider is available.
- To be free of all forms of abuse or harassment

In return, you have corresponding responsibilities to Southwest Endoscopy, Ltd., its staff and physicians. Such responsibilities include:

- Respecting others' rights and informing us if you feel your rights are not respected.
- Provide complete and accurate information about your health, allergies, and all medications you are taking including over the counter medications and dietary supplements.
- Cooperating and participating in the treatment program specified by your physicians.
- Cancelling appointments, you cannot keep.
- Provide a responsible adult to transport you home from the facility and remain with you for 24 hours if required by your physician.
- Inform your provider about any living will or medical power of attorney.
- Accept financial responsibility for any charges not covered by your insurance.

We can best serve your needs when you ask questions about your care and accurately, honestly and promptly report any changes in your health status.

If you have a complaint about the facility or person providing you outpatient surgical services, you may present your complaint to Southwest Endoscopy by letter, phone call or appointment with the Charge Nurse or Practice Manager. If the matter is not resolved to your satisfaction, you may call, write or visit the Office of Health Facility Complaints, New Mexico Department of Health. You may also contact the Ombudsman for New Mexico Aging and Long Term Care.

1. NM Dept. of Health, Incident Mgmt Bureau, 1190 St. Francis Dr., Santa Fe, NM 87502  
1-800-752-8649
2. NM Aging & LTC Services Dept, 2550 Cerrillos Rd, Santa Fe, NM 87505 505-476-4790

Southwest Endoscopy is owned and operated by the Southwest Gastroenterology Board of Physician Directors: Howard K. Gogel M.D, Gabrielle M. Adams, M.D., Andrew C. Mason, M.D., Antoine F. Jakiche, MD, Nikki Parker-Ray M.D., Angelina Villas-A, Michael Bay M.D., Mitchal Shreiner