

# PATIENT RIGHTS

## THE PATIENT HAS THE RIGHT TO:

- A. Receive care in a safe setting.
- B. Treatment without regard to: race; creed; color; ethnic origin; nationality; sex or sexual orientation; handicap, disability, or infection; age; affiliation with political, fraternal or religious organizations; military, cultural, economic, or educational background.
- C. Be treated with consideration, respect, and full recognition of dignity and individuality, including privacy in treatment and personal care needs given by competent personnel.
- D. The knowledge of the name of the physician who has primary responsibility for coordinating their care and the names and professional relationships of other practitioners who will participate in their care. The patient has the right to be advised as to the reason for the presence of any individual.
- E. Receive full information from their physician about their illness, their course of treatment, and their prospects for recovery in terms they can 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.
- F. Receive the necessary information about any proposed treatment or procedure in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of all the procedure(s) or treatment(s), the medically significant risk(s) involved in this treatment, an alternate course of treatment or non-treatment, and the risk(s) involved in each, and the name of the person who would carry out the treatment(s) or procedure(s).
- G. Participate actively in decision(s) regarding their medical/surgical care. To the extent it is permitted by law, includes the right to refuse or withdraw consent for treatment.
- H. Full consideration of privacy concerning their medical/surgical care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discreetly.
- I. Confidential treatment of all communications and records pertaining to their care. Their written permission shall be obtained before their medical records are made available to anyone not concerned with their care, except when required by law.
- J. Reasonable responses to any reasonable request they make for services.

- K. Be informed by their physician, or designee, of their continuing health care requirements for reasonable continuity of care and to know in advance the time and location of appointment(s), as well as, the practitioner providing the care.
- L. Be advised if the surgeon proposes to engage in or perform human experimentation affecting their care or treatment. The patient has the right to refuse to participate in such research projects.
- M. Receive, if requested, a detailed explanation of their itemized bill for services, regardless of the source of payment. Will accept personal financial responsibility for any charges not covered by their insurance.
- N. Have all patients' rights provided both written and verbally to them or to the person who has legal responsibility to make decisions regarding medical care on their behalf in advance to the day of the procedure.
- O. Express any grievances, complaints, or suggestions, verbally or in writing to the administrator, physician, or the appropriate governing agency or person.
- P. Have in effect advanced medical directives concerning such issues as living wills and durable powers of attorney that will be identified to the Center and followed as appropriate under State and Federal Regulations.
- Q. Know what Center rules and regulations apply to their conduct as a patient.
- R. Expect emergency procedures to be implemented without unnecessary delay.
- S. The Center will provide the patient, or their designee, upon appropriate request, access to information contained in their Medical Record, unless access is specifically restricted by their physician for medical reasons.
- T. Change primary or specialty physician if other qualified physician is available.
- U. Be notified if their physician does not have malpractice insurance.
- V. Provide complete and accurate information to the best of their ability about their health, any medications, including over the counter products and dietary supplements and any allergies or sensitivities.
- W. Follow the treatment plan prescribed by their provider.
- X. Provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.
- Y. Be respectful of all the health care providers and staff, as well as other patients.

Z. Patient has right to report complaints to a representative in the State Agency:

Mary Azbill  
Department of Health  
Division of Acute Care  
2 North Meridian Street, 4A  
Indianapolis, IN 46204  
1-800-246-8909

Or at the website of Medicare Beneficiary Ombudsman:  
([www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp))

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## PATIENT ADVANCED MEDICAL DIRECTIVES

Bloomington Endoscopy Center believes every patient has the right to develop an Advanced Medical Directive that will be honored by the Center.

Bloomington Endoscopy Center complies with the Patient Self Determination Act (PSDA) and recognized Advanced Medical Directives including the following:

- The Indiana Living Will and Life Prolonging Procedures Act (IC 16-36-1.7)
- Indiana Health Care Consent Act (IC 16-36-1)
- The Indiana Power of Attorney Act (IC 30-5)
- The Psychiatric Advance Directive Act (IC 16-36-1.7)

Advance directive is a term that refers to your spoken and written instructions about your future medical care and treatment. By stating your health care choices in an advance directive, you help your family and physician understand your wishes about your medical care. Advance directives are normally one or more documents that list your health care instructions. Advance directives do not take away your right to decide about your current health care needs, as long as you are able to decide and express your own decisions. Your advance directive will only be used when you are unable to communicate or when your physician decides that you no longer can make your own choices. – Indiana State Department of Health, Advance Directives: Your Right to Decide

**Typically Advanced Medical Directives are rescinded when a patient consents to an elective procedure, such as those performed at Bloomington Endoscopy Center.**

Advanced Medical Directive forms can be provided upon request.

## PHYSICIAN FINANCIAL INTEREST DISCLOSURE

Your doctor would like to refer you to Bloomington Endoscopy Center for further treatment or testing.

We believe this treatment or testing is necessary to your good health. Under Indiana law, we must notify you that your physician has a financial interest in the above facility. A "financial interest" means that your physician has an ownership or investment interest through equity, debt or other means, in the facility.

You are free to choose this facility or any other facility for the treatment or testing services required, without penalty, subject to any limitations of your health insurance plan. Please let us know immediately if you would NOT like to be referred to this facility.

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### IMPORTANT INFORMATION

Bloomington Endoscopy Center is a licensed ambulatory surgery center, which is a separate business entity from IMA. Hence: every patient must present their insurance card(s) at the time of check in at Bloomington Endoscopy Center.

Every patient must have a responsible adult to drive them home after their procedure. Your procedure will be cancelled if you do not have a driver. Having a responsible adult accompany you home in a taxi is also acceptable.

If at all possible, we prefer your responsible adult not leave the building on the day of your procedure.

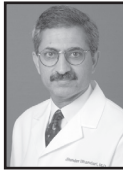
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# BLOOMINGTON ENDOSCOPY CENTER



**Dr. Touloukian**  
NPI# 1295730067

**James S. Touloukian, MD, FACP** joined Internal Medicine Associates (IMA) in 1981. He is an Indiana native who did his undergraduate studies and attended medical school at Indiana University. After completing medical school, with honors, he completed an internship and residency at Yale University in Internal Medicine. He then attended UCLA where he did his fellowship in gastrointestinal diseases before returning to Bloomington to join IMA.



**Dr. Bhandari**  
NPI# 1558366468

**Jitender Bhandari, MD, FACP** joined Internal Medicine Associates (IMA) in 1991. He received his medical degree from the University of Delhi, India. He also completed both an internship and residency at Delhi University before coming to the United States. Dr. Bhandari completed an Internal Medicine internship and residency at the College of Physicians and Surgeons of Columbia University, NY and a fellowship in Gastroenterology at Harvard University, Boston, MA.



**Dr. Ghosh**  
NPI# 1780689257

**Prody Ghosh, MD, MRCP** joined Internal Medicine Associates (IMA) in 1995. He received his medical degree from the Post-Graduate Institute, Chandigarh, India. He completed his internship and residency at the Institute. Dr. Ghosh completed his Internal Medicine residency at Hammersmith Hospital, London, UK and a Fellowship in gastrointestinal diseases at the University of Nebraska.



**Dr. Pinto**  
NPI# 1255395794

**Amar Pinto, MD** joined Internal Medicine Associates (IMA) in 2006. He is a graduate of the Gulbarga University, India. He completed residency training at the University of Missouri and a gastroenterology fellowship at Indiana University. Dr. Pinto is board certified in internal medicine and gastroenterology. Most recently before joining IMA, Dr. Pinto was Assistant Professor of Medicine in the Division of Gastroenterology at Indiana University.



**Dr. Selo**  
NPI# 1851562532

**Daniel Selo, MD** joined Internal Medicine Associates (IMA) in 2009. He received his undergraduate and medical degrees from Indiana University. He completed his internal medicine residency training at Brown University where he also served as Chief Medical Resident. He completed his gastroenterology fellowship at Lahey Clinic in Massachusetts before returning to Indiana to join IMA.

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Drs. Touloukian, Bhandari, Ghosh, Pinto and Selo work with IMA's multi-specialty, medical group practice. The five specialists practice at the Landmark Medical Center in the Gastroenterology suite and perform procedures in the state-of-the-art outpatient surgery center within the facility, the Bloomington Endoscopy Center (BEC) and Bloomington Hospital, a 300-bed regional referral center for south-central Indiana. IMA prides itself in offering comprehensive services in the evaluation and treatment of all gastrointestinal illnesses as well as cutting edge screening for colorectal cancer.

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## YOUR RIGHT TO KNOW

- PATIENT RIGHTS
- PATIENT ADVANCED MEDICAL DIRECTIVES
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- IMPORTANT INFORMATION

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For more information  
call or visit our website:

812-331-3650

TF 877-604-1556

[www.ima-md.com](http://www.ima-md.com)

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