



Salinas Endoscopy Center, LLC

A Covenant Surgical Partner

Patient Responsibilities

PATIENT RESPONSIBILITIES INCLUDE THE RESPONSIBILITY TO:

- Provide accurate and complete information concerning current and past states of health, present complaints, hospitalizations, medications (including over the counter products and dietary supplements), allergies and sensitivities, and any other pertinent health information.
- Understand and/or ask questions about care and services delivered, and about instructions following care and treatment.
- Follow the treatment plan and care instructions, or accept accountability if the treatment plan and care instructions are not followed.
- Keep appointments or notify the surgery center if unable to keep an appointment.
- Leave valuables with a family member/representative.
- Be accompanied at discharge by a responsible adult.
- Inform the surgery center staff of a living will, medical power of attorney, or other directive that could affect care.
- Show respect for other patients and surgery center staff.
- Tell us if there is a problem with care.

** It is the responsibility of a parent or guardian to remain at the surgery center for the duration of a pediatric patient's stay.*

Feedback on Our Services

You may contact any of the following:

Salinas Endoscopy Center, LLC

Phone: 1-831-771-1458, www.salinasendoscopy.com

San Jose District Office

100 Paseo de San Antonio, Suite 235, San Jose, CA 95113

Phone: 1-408-277-1784 (Toll Free: 1-800-554-0348), Fax: 1-408-277-1032

Medicare

Phone: 1-800-633-4227, <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Office of Civil Rights, U.S. Department of Health and Human Services,

200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201

Phone: 1-800-368-1019, 1-800-527-7697 (TDD)

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>

Covenant Surgical Partners Compliance Help Line

Phone: 1-855-315-0528, www.covenantsurgicalcompliance.com