

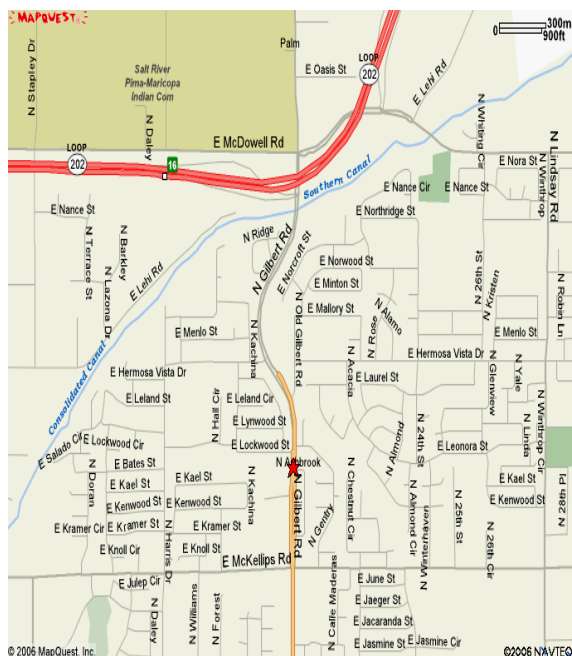
How to find us

From the North, East and West:

Exit Route 202 (Red Mountain Freeway) at Gilbert Rd south. Proceed south 0.9 miles to Central Arizona Endoscopy. We are located on the west side of Gilbert Rd.

From the South:

Take Gilbert Rd. north. We are located 0.1 miles north of McKellips Rd. on the west side of Gilbert Rd.



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Central Arizona Endoscopy
 Red Mountain Professional Plaza
 2158 N. Gilbert Road, Building 1 #103
 Mesa, AZ 85203
 (P) 480.751.3002 • (F) 480.751.3003

Prior to your Procedure

Help us take better care of you. Prior to your procedure, a nurse from the center will call you to review any questions you may have about your visit to the Center.

Leave all jewelry and valuables at home. Please bring your eyeglasses. The Endoscopy Center cannot take responsibility for safeguarding your personal items.

Make arrangements for someone to drive you home. Your escort will need to be 18 years or older and should plan on staying with you for the length of time you will be at the Center. The length of time you will be at the Center is approx. 2 hours from the time you check-in to the time of your discharge. Please limit the number of persons you bring with you to the Center.

Please make arrangements for childcare in advance. The Endoscopy Center areas are not designed to accommodate small children.

If you have any questions regarding your medication prior to the procedure, please contact your physician's office.

Co-pays are expected at the time of service. We will accept cash, check, credit card or debit card.

Patient Name: _____

Procedure name: _____

Procedure Date: _____

Doctor(s) performing procedure: _____

Check-in time: _____

Day of your Procedure

If you have an implanted defibrillator you will not be able to have your procedure at the Center. Contact your physician.

Bring your insurance card and ID

Bring your medication (or a list) with you.

It is very important for us to know if you have any allergies.

If you have a pacemaker please bring your manufacturer's ID card.

If you have sleep apnea and use a C-PAP machine, please bring it with you .

Average Recovery Time is 30 minutes for most procedures.

You will need someone to drive you to and from our facility and STAY with you during the entire procedure.

Your escort should be available to hear the discharge instructions and accompany you home. Only one person will be allowed in the recovery room with you.

Again, it is approximately 2 hours from the time you check-in to the time of your discharge.

It would be best if someone could stay with you at home or check on you following your procedure.

Patients will remain in the recovery area until they are ready for discharge.

You may not take a bus or taxi home if you were sedated for the procedure.



Central Arizona Endoscopy

Welcome

Central Arizona Endoscopy is pleased to welcome you as a patient at our facility. We are a non-hospital based outpatient center dedicated to providing the highest quality endoscopic services in a comfortable atmosphere.

Our staff wants to make your visit as pleasant as possible. The center is a place where patients receive quality care and then return to the comfort of their homes the very same day. Respect for your individual needs is a concern of ours and by completing the questionnaire given to you at the end of your stay, you will give us valuable feedback regarding your experience.

You will find the atmosphere at Central Arizona Endoscopy more personalized than a traditional hospital environment. In this reassuring setting, you will receive individual attention from a caring and highly skilled staff of doctors and nurses.

The following physicians have financial interest in and/or practice at Central Arizona Endoscopy:

- | | |
|-----------------------|----------------------|
| Richard B. Jonas, MD | David B. Leff, DO |
| Michael B. Seip, DO | David A. Tessler, DO |
| Dana M. Freeman, M.D. | |

Patient INFORMATION

Instructions for Your Endoscopic Procedure

The patient has the right to expect the following from the Physician and Central Arizona Endoscopy.

The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal. If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf. If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

Respect

Patients are treated with respect, consideration and dignity for both property and person.

Dignity/Privacy

Patients are provided appropriate privacy.

Consideration and Safety

Patients will receive care in a safe setting.

Patients will be free from all forms of abuse, neglect and harassment which include chemical, physical and psychological.

Confidentiality

Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law.

Information

Patients are provided, to the degree known, complete information concerning:

Their diagnosis, evaluation and treatment including proposed procedures including risks and prognosis before the treatment or procedure is performed. 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.

Patient conduct and responsibilities.

Disclosure of physician financial interests or ownership in the Center.

Services available at the organization.

Provisions for after-hours and emergency care.

Fees for services prior to obtaining services or prior to a change in rates, charges, or services.

Notice of third party coverage, including Medicare and Arizona Health Care Cost Containment System coverage.

Payment policies.

Have medical and financial records kept in confidence and the release of such records shall be by written consent of the patient or the patient's representative except as otherwise required or permitted by law.

Advance directives, as required by state or federal law and regulations.

The credentials of health care professionals.

Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.

Patients are provided with appropriate information regarding the absence of malpractice insurance coverage, when applicable.

Patients are informed about procedures for expressing suggestions, complaints and grievances regarding treatment or care that is (or fails to be) furnished, including those required by state and federal regulations.

These rights must be provided to the patient or the patient's representative both verbally and in a manner in which the patient or the patient's representative understands prior to the date of the procedure.

Participation in Care

The patient has the right to refuse to participate in experimental research.

The patient has the right to actively participate in decisions about his/her care.

Patients are informed of their rights to change their provider if other qualified providers are available.

Patients are given the opportunity to participate in decisions involving their care except when such participation is contraindicated for medical reasons.

The patient has the responsibility to do the following:

Follow the treatment plan prescribed by his/her provider.

The patient is encouraged to ask any and all questions of the physician and staff in order that he/she may have a full knowledge of the procedure and aftercare.

Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.

Provide a responsible adult to transport him/her home from the center and remain with him/her for 24 hours, if required by his/her provider.

Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.

Accept personal financial responsibility for any charges not covered by his/her insurance.

Be respectful of all the health care providers and staff, as well as the other patients.

Patient Grievances

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 service needs and expectations.

A complaint or grievance should be registered by contacting the center and/or a patient advocate at the Arizona State Department of Health or Medicare. The surgery center will respond in writing with notice of how the grievance has been addressed.

Contacts: Central Arizona Endoscopy
Administrator
2158 N Gilbert Rd Suite A103
Mesa, AZ 85203
480-751-3002

Arizona State Department of Health
150 N. 18th Ave.
Phoenix, AZ 85007
Hotline: 602-364-3030

Medicare Beneficiary Ombudsman
1-800-MEDICARE
(1-800-633-4227)

www.medicare.gov/Ombudsman/resources.asp

Advance Directives

Central Arizona Endoscopy Center is an Ambulatory Surgery Center dedicated to performing elective GI Endoscopy procedures in a safe and uncomplicated manner. Patients who elect to have procedures at the facility are expected to have an excellent outcome. Should an unforeseen complication occur, the physicians and staff will use every possible means available to them, including emergency transfer to the hospital, to sustain life. In the event of a transfer, a copy of the patient's advance directives will accompany the patient to the higher level of care.

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 Arizona does not require a specific form for an advanced directive, sample forms are available at the center's office.