

# PATIENT INFORMATION

**Phillip R. Bowden, M.D.**  
**Founder**

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## What Does Accreditation Mean?

*Our facility has earned accreditation from the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC).* This is an accomplishment that we are proud of because it means that we've been recognized for complying with rigorous national performance standards that promote quality health care delivery.

We voluntarily take part in the accreditation process to ensure you, our patient, of our commitment to providing quality health care. We seek accreditation from the AAAHC because it is the industry leader, and it symbolizes excellence, experience, and professionalism-qualities we embrace on a daily basis here at the Mid-South Gastroenterology Group.

The accreditation process involves a team of health care professionals who conduct an on-site survey of the facility. The team interviews both staff members and patients. They review documents, examine physical surrounding, and observe how the facility delivers care. Then the team compares the organization's overall performance against the AAAHC's nationally recognized standards and reaches a decision.

But accreditation doesn't stop there. Continuing education, consultation and ongoing monitoring of the facility are done to ensure that the AAAHC Accreditation goes beyond the on-site survey.

Most importantly, our facility's accreditation by the AAAHC demonstrates that improving patient care is our ongoing commitment. It means that the quality of the health care we deliver to you is our best.

## Statement of Disclosure

Phillip R. Bowden, M.D., P.A. and the Mid-South Gastroenterology Group are owned & operated by Phillip R. Bowden, M.D. You have the right to have your procedure done at another facility if you choose to do so.

## Do You Have an Advanced Directive, Living Will, or Durable Power of Attorney for Healthcare?

It is the policy of the Mid-South Gastroenterology Group that we do not honor Advance Directives (Living Wills or Durable Power of Attorney for healthcare directives.) However, if you have these documents please bring them on the day of your procedure and a copy will be placed in your medical record.

## Billing Policy

• **Phillip R. Bowden, M.D., P.A.** - Phillip R. Bowden, M.D., P.A., consists of Phillip R. Bowden and his associate physicians. Under this name doctors' fees are billed. You will receive a statement

approximately every four weeks that will detail the previous two months' charges and payments that have been made on your account in 30-day increments. It will note on your statements that there is a pending insurance amount separate from the balance-due amount. The balance-due amount is what's left after all your insurance has paid.

- **Mid-South Gastroenterology Group** - Mid-South Gastroenterology Group is a separate business from Phillip R. Bowden, M.D., P.A. The charges that you might have from the Surgery Center are for any procedures done in the Surgery Center. The doctor performing the service does not charge for these fees. They are charges just as if you went to any hospital outpatient center.

- **Our Policy** - It is the policy of Phillip R. Bowden, M.D., P.A. and the Mid-South Gastroenterology Group to work with each of our patients on an individual basis based on their ability to pay any of their outstanding bills. We accept Medicare assignment, Medicaid assignment and we have numerous HMO, PPO and Managed Care contracts. If you have any questions regarding whether we have a specialty contract with your health care insurance carrier, please ask. One thing that we would like to make clear is that accepting assignments from Medicare, Medicaid or any of our Managed Care contracts does not mean that if Medicare, Medicaid or the insurance carrier allows a lower amount than what we have charged, we will write-off the difference between the two figures. You will receive two separate bills, one from Phillip R. Bowden, M.D., P.A. and one from Mid-South Gastroenterology Group. All deductibles and co-pays are expected to be paid by the patient in full.

## Patient Rights

***This facility and medical staff has adopted the following list of patient rights. This list shall include, but is not limited to the patient's rights to:***

- Exercise these rights without regard to sex or cultural, economic, educational, or religious background or the source of payment for his/her care.
- Considerate and respectful care.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will see him/her.
- Receive as much information about the proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- Participate actively in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to refuse treatment.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to his/her care. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
- Receive treatment for pain management.
- Reasonable responses to any reasonable requests he/ she may make for service.
- Leave the facility even against the advice of his/her physician.
- Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.

- Be advised if his/her physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
- Be informed by his/her physician or a delegate of his/ her physician of the continuing health care requirements following his/her discharge from the facility.
- Examine and receive an explanation of his/her bill regardless of source of payment.
- Know which facility rules and policies apply to his/her conduct while a patient.
- Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- A list of these rights shall be posted in English within the facility so that patients may read such rights.
- All personnel shall observe these patient's rights.

## **Patient Responsibilities**

***The care a patient receives depends partially on the patient himself / herself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect:***

- The patient must provide accurate and complete information concerning his/her present complaints, past medical history, and other matters about his/her health.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out physician's orders.
- The patient is responsible for keeping appointments and for notifying the facility or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
- The patient is responsible for following facility policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and facility personnel.
- The patient is responsible for being respectful of his/ her personal property and that of other persons in the facility.

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