

## Advanced Directives

Advance Directives will be accepted but **not honored for** patients undergoing procedures at the center.

An advance directive is defined as “written instructions, recognized under state law, relating to the provision for healthcare when the individual is incapacitated.” (Federal Register, Friday March 6, 1992).

State statute allows all adult patients to make decision about their medical care. However, ambulatory surgery centers, as specified by OBRA 90, are not obligated to do so. If necessary, the facility will attempt to resuscitate a patient in distress due to the elective nature of the procedures(s) performed at the facility and the medical stability of our patients.

In the event a patient needs to be transferred to a higher level of care, the Advance Directive will be included in the hospital transfer papers.

For further information and forms on Advanced Directives, go to:

<http://www.ct.gov/ag/lib/ag/health/yourrightstomakehealthcaredecisions2011version.pdf>

## If You Have A Grievance

We hope that you will always be satisfied with the care you receive at our Endoscopy Center. If for some reason a situation has occurred that we have not been able to resolve to your satisfaction, you may file a grievance. The objective is to reach a decision that is mutually satisfactory to all parties involved.

- You may submit a problem orally or in writing to the Business Administrator after the problem becomes known to the patient. The Business Administrator will attempt to resolve the grievance at this time.
- If a mutual settlement cannot be reached, the Business Administrator will make a best effort, within three (3) working days, to meet with you with a proposed solution to the grievance. If you are still not satisfied, you may request a Step Two Meeting.
- In Step Two you may request a review by the Executive Committee. This must be done in writing within thirty (30) days. The Executive Committee will investigate the problem and respond within thirty (30) days.
- At any time in the process, or if you are still not satisfied, you may file an external grievance.
- For filing an external grievance, you may contact any of the following entities:
  - State of Connecticut  
Department of Public Health  
Facilities Licensing and Investigation Section  
410 Capitol Avenue MS # 12 FLIS  
Box 340308  
Hartford, CT 06134-0308  
860-509-7400
  - AAAHC Healthcare, Inc.  
5250 Old Orchard Road, Suite 200  
Skokie, Illinois 60077  
847-853-6060
  - You may also contact the CMS Website: [www.medicare.gov/ombudsman/resources.asp](http://www.medicare.gov/ombudsman/resources.asp)

## Ownership Information

Connecticut GI, PC Physicians have an ownership interest in the endoscopy centers listed below. Your physician is or may be part of this group. You have the right to request your procedure be done at another facility if you choose.

- Glastonbury Endoscopy Center LLC, Glastonbury
- CTGI Endoscopy Center LLC, Bloomfield
- Endoscopy Center of Northwest Connecticut LLC, Torrington
- Wallingford Endoscopy Center LLC, Wallingford
- Central Connecticut Endoscopy Center LLC, Plainville
- Eastern Connecticut Endoscopy Center, Norwich
- Coastal Digestive Care Center LLC, New London