

Welcome

Thank you for choosing Greenbelt Endoscopy Center (GEC) for your gastrointestinal endoscopic services. This brochure will answer any questions you may have about your procedure. **The physicians affiliated with this Center share a partner ownership and a financial interest in GEC as well as the anesthesia company, Greenbelt Anesthesia Associates, LLC.** We respect the patients right to choose whether to have their procedure performed at GEC or another facility. You are encouraged to discuss your concerns with your attending physician.

Introduction

Our Center offers “state of the art” equipment, “pain free” endoscopic procedures, and skilled staff who provide professional care in a warm and caring environment. GEC is dedicated to providing expert services that accommodate the needs of individual patients. We specialize in performing Upper Endoscopy (EGD), Colonoscopy, Capsule Endoscopy (Camera pill), Liver biopsy and abdominal paracentesis.

Preparing For Your Procedure

1. **Follow the pre-procedure instructions received at your physician’s office.** Make sure to read these instructions a few days before the procedure.
2. **Prepare to disclose a detailed health history.** This information will assist the anesthesia team in providing quality care and in administering safe anesthesia.
3. **Inform your physician if you have any of the following conditions:** BMI greater than 43, internal pacemaker or defibrillator, renal problems or undergoing dialysis. **You may be required to obtain cardiac clearance before the procedure.**
4. **Arrange for transportation.** Anesthesia received during procedure may cause conditions that render driving unsafe. There is absolutely no walking from the facility after receiving sedation. Public transportation such as metro, bus, or subway is not acceptable. You may go home in taxi **ONLY** if an adult is

present to accompany you, or if you obtain permission from your physician.

5. **Notify the Center and physician ASAP** if any of the following conditions apply:

- Recent heart attack within the last 3 months.
- Pregnant or suspect you may be pregnant.
- Blood sugar > 300
- Blood pressure > 180/100
- BMI >48 (This is an estimate of body fat based on height and weight). Please contact the Center if you have any questions.

6. **Prepare a list of your current medications.**

7. **Prepare appropriate documents** to bring with you, such as picture ID, valid insurance card, co-payment, coinsurance payment, referral letter, authorization number.

8. **Advance Directive:** An Advanced Directive is a legal document that tells what a person wants or does not want if he/she cannot make his/her wishes known about medical treatment in the future. If you have an Advance Directive/Living Will, please submit a copy of the signed documents for our record. If an advance directive is not available, the patient will be cared for to the full extent of ACLS standards. **Information on Advance Directive can be obtained from the Maryland Attorney General’s office** at 410-576-7000 or 1-888-743-0023 or visit www.oag.state.md.us

9. **Courtesy calls from our staff.** Unless requested by you in writing, our staff will call your home or work within our hours of operation, to review the procedure instructions, and the fee schedule. If you are not available, a message will be left instructing you to call the Center as soon as possible. To protect your privacy right, we cannot disclose any other information including the reason of the call to the third party or answering machine.

10. **Update your contact information ASAP:** To ensure effective communication, be sure to update your contact information including your home address, your day time telephone number, and your health insurance information with your physician’s office and the Center.

11. **Allow adequate time for your visit.** The estimated total stay time should be around 2 to 3 hours. We work very hard to minimize your

waiting time. Please feel free to contact us if you have any questions.

12. **Cancellation:** If you are thinking of canceling your procedure, notify your physician’s office at least 48 hours in advanced.

13. **Inclement weather:** Our staff will call you ASAP if the Center is closed. You may also log onto our web site www.greenbeltendoscopy.com or call the inclement weather Hot Line at 240-413-8943.

14. **Infection control and transmission of contagious disease prevention.** Please discuss or direct your questions and condition with your physician and our infection control nurse, Vilma at **301-552-1991.**

15. **Prepare for post anesthesia care.** Do not attempt to drive until the day following your procedure. Avoid making any critical decisions and do not operate any machinery until the next day. You may experience slight cramping and tenderness in the abdomen. Immediately after the procedure, eat a light meal, and avoid gas-forming foods (e.g., high starch products, beans, cabbage) until you expel the gas and feel more comfortable.

Special preparation for Colonoscopy

Bowel preparation begins the day BEFORE the procedure. You will clean your colon by drinking the medication prescribed by your physician. The colon is approximately 5-6 feet long, so proper cleansing requires a large quantity of fluid intake. Start your bowel preparation no later than 6pm. Be prepared for frequent bowel movements for several hours. Drink at least one liter of fluid (clear liquids & water) to ensure hydration and cleansing of the colon. Drinking plenty of fluids will aid IV placement and reduce the likelihood of post anesthesia complications. The day before the procedure, stay on a clear liquid diet throughout the entire day. Clear liquids include chicken broth, apple juice and Jell-O (avoid red and green). **Do not add cream or milk to your tea or coffee.**

Special preparation for EGD

You are able to eat and drink the day before the procedure until midnight. If you have partials,

dentures, loose teeth, or any removable devices in your mouth, be prepared to remove them before the procedure.

Billing and Insurance

GEC participates with Medicare and most major insurance carriers. Please ensure to provide us with any necessary documents, such as your referral, current health insurance card, driver's license or ID card at the time of service.

Important information to Medicare patients scheduled for Screening colonoscopy: To ensure that screening colonoscopy benefits are covered by Medicare, check the date of your last screening colonoscopy. You may find this information through your insurance company or your primary physician records. The Medicare benefit guideline for screening colonoscopy for patients with high risk is every 5 years. If you are low risk, the benefit guidelines are every 10 years. Medicare beneficiaries will be asked to sign an **Advanced Beneficiary Notice Form (ABN)**. By signing an ABN form the patient is accepting the responsibility of payment in the event Medicare does not cover the procedure.

Non-Medicare patients:

Any other insurance provider may allow 5-10 years for screening benefit.

If you are a member of a HMO/PPO that requires co-payment, coinsurance, or deductible, please be prepared to pay before services are rendered. GEC accepts cash, checks, VISA, MasterCard, and Discover. All fees are estimates based on the information obtained from patient health insurance company. As the disclaimer from the insurance company states, verification of benefits is not a guarantee of payment. Call our billing department between 8:00 am and 4:00 pm if you have questions about your payment.

Fee for your procedure:

Facility fees will be billed by Greenbelt Endoscopy Center, LLC.

Professional fees will be billed by your physician's office.

Anesthesia fees will be billed by Greenbelt Anesthesia associate, LLC.

Lab fee will be billed by the lab company, which provides the pathology service.

Payment policy: After the procedure is done, we will file a medical claim to your insurance company on your behalf. The fee schedule will be determined based on your insurance health plan coverage. Co-payment, co-insurance, and/or deductible are due at the time of service. If you have an outstanding balance, we encourage you to submit the payment balance as soon as you receive the invoice to prevent late fee charges. Payment plan is also available for those who have difficulty in making a full payment. Please contact the billing department to discuss any payment matter. Be certain to provide complete, accurate, and current information to avoid billing errors or unnecessary charges.

Self-pay patients:

GEC offers discounted facility and anesthesia service fees for patients without health insurance. Full payment by cash or credit card is required prior to the procedure.

How Can We Serve You Better?

We value your opinion of our gastrointestinal endoscopic services. Your suggestions or complaints may be addressed to our Compliance Officer at 301-552-1801 or via email at anna.diaz@greenbeltendoscopy.com.

Complaints may also be directed to CMS at 866-282-0659 or Contact The Office of Health Care Quality, Ambulatory Care unit, Spring Grove Hospital Center, 55 Wade ave, Catonsville, MD 21228, Toll free 1-800-492-6005 or 410-402-8040

Or visit web site: www.dhmh@maryland.gov/ohcq

Directions

GEC is located at the corner of Greenbelt Road and Good Luck Road across from Duvall High School.

From 495 S (Richmond): Take exit 22A (B/W Parkway) towards Baltimore. Take exit to 193, Goddard Road/NASA. Go east on 193 until you find GoodLuck Road.

From 495 W (Baltimore/College Park) take exit 23 (193 East). Veer right and follow the signs for 193 E (Greenbelt Rd). At the light, turn left onto 193 E. Continue on 193 E until you find GoodLuck Road.

Greenbelt Endoscopy Center

Ambulatory GI Endoscopy Services

9821 Greenbelt Road
Suite 103
Lanham, MD 20706

Phone: 301-552-1801

Fax: 301-552-2695

Hours of Operation

Monday thru Friday, 6 am to 4:30 pm
Hours may change in the case of severe weather. Emergency schedule information and other details are posted on the Web at

www.greenbeltendoscopy.com

Dear Patient,

The content from our brochure consists of essential information that you must know before your procedure. Please review it in advance of the date of procedure.

Pay special attention to the following information:

- 1. Advance Directives**
- 2. Ownership and financial disclosure**
- 3. Medicare patients – ABN form**
- 4. Fee for your procedure**
- 5. Patient right and responsibilities**

Patient's Rights and Responsibilities

It is the policy of GEC staff members to treat each and every patient with dignity and respect. We can provide better healthcare services when the patients and their family work together as partners with the staff and physicians. The GEC staff members have the responsibility to advise the patients of their rights, and the patients also have responsibilities in their treatment and care.

While the patients are receiving care in GEC, they have certain rights as patients. They have the right to:

- Patient records are confidential. Patients are given the opportunity to approve or refuse the disclosure of their medical record in writing, except when such request is done by a third party for payment contract or when the release is required by law.
- The attending physician or his designee will discuss test results with the patient at the time of their visit or during their follow up visit. If the patient cannot be reached by phone, a notification will be sent by mail.
- Diagnosis and treatment plans will be discussed in terms that can be understood by the patient. Alternative plans of treatment will be discussed, but the physician cannot be responsible for noncompliance of recommended therapy.
- To expect to be treated with respect, consideration, and dignity. Treatment is to be provided without regard to race, color, creed, religion, sex, national origin or source of payment, except for fiscal capability thereof. When there is a language or handicap barrier that interferes

with patient understanding and communication, all efforts will be made to overcome these barriers.

- A physician will be available 24 hours a day, seven days a week, for urgent care.
- In case of financial difficulty, all reasonable efforts will be made to assist the patient with a payment plan that is manageable.
- To have the opportunity to participate in decisions involving their health care. If the patient requests a second opinion, this will be respected and encouraged.
- Patients will be made to aware of any financial interest or ownership in advance of the day of the procedure.
- Patients are to disclose the information of their advanced directive, if any, before the procedure. If an advance directive is not available, the patient will be cared for to the full extent of ACLS standards. Information on Advance Directive can be obtained from the Maryland Attorney General's office at 410-576-7000 or 1-888-743-0023 or www.oag.state.md.us.
- To know the name and function of any person, professional relationships of other physicians providing health care services to the patient and the information of the physician's credentialing and liability insurance information.
- To be provided, to the degree known, information concerning their diagnosis, treatment, and prognosis. When it is not medically advisable to give such information to the patient, the information will be made available to an appropriate person in his behalf.
 - To expect reasonable response to any reasonable requests he may make for service.
- To leave the Center even against the advice of his physician or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action.
- To know services available, such as provisions for after hours or emergency care, educational material available, and policies concerning payment of fees. Educational material will be made available relevant to the patient's diagnosis. Patients will also be assisted in contacting community services that might prove beneficial to them.
- To examine and receive an explanation of his bill, regardless of the source of payment.
- To expect reasonable continuity of care and to know in advance the time and location of appointments.
- To designate any area of where he is cared for or treated as a non-smoking area.
- To have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- All GEC staff and physicians must consistently strive to maintain the highest possible degree of patient satisfaction. Patients are encouraged to express their feelings, advice and suggestions. All information will be treated confidentially. To file a complaint to the Center, call the HIPAA and Compliance officer at 301-552-1801 or write to the nursing director at 9821 Greenbelt Rd Suite 103, Lanham, MD 20706 or via email: Jennifer.sin@greenbeltendoscopy.com.

To file a complaint with Delmarva Foundation for Medical Care call: 1-800-492-5811, TTY users, call: 1-877-486-2048 or visit their website at: www.mdqio.org.

To file a complaint with Medicare Beneficiary Ombudsman, call 1-800-633-4227 or visit their website at: www.medicare.gov.

To file complaint with the Office of Health Care Quality, Ambulatory Care unit, Spring Grove Hospital Center, 55 Wade ave, Catonsville, MD 21228, Toll free 1-800-492-6005 or 410-402-8040

Or visit web site:

www.dhmh@maryland.gov/ohcq

- Detail explanation including benefits, risks and alternatives to any experimental research that may be conducted at GEC must be discussed with the patient before the procedure.
- Informed consent of the research activities must be obtained from the patient. The patient will reserve their right to refuse participation in any research study.
- File a complaint and not be subject to discrimination, force, punishment or unreasonable interruption of care, treatment or services.
 - Be free from restraints of any form that are not medically necessary.
 - Receive care in a safe setting, free of all forms of abuse or harassment.
 - Contact protective and advocacy services.
 - Give permission to the recording or filming made for purpose other than identification, diagnosis or treatment. You also have the right to cancel this agreement.
 - Be informed and involved in making healthcare decision.

- Be informed about possible result of cares, treatment and services, including unexpected results.
- Appropriate evaluation and management of pain.
- Courteous and respectful care.
- Respect for your cultural and personal values, beliefs, and preferences, as well as an opportunity to take part in religious and other spiritual services.
- Expect that the Center will protect the patient confidentiality and respect patient's privacy.
- See the patient's own medical record; request amendments to the medical record; and request a list of persons or organizations to whom the patient's health information was disclosed as determined by federal or state law.

PATIENT RESPONSIBILITIES

As patients, they are responsible for the following:

- Providing accurate and complete information regarding your health care status including past illnesses, hospital stays, use of medications and other matters relating to your health.
- Following your physician's plan of care as provided by your nurse or other medical professionals to the best of your ability.
- Telling your physician if you believe you cannot follow through with your treatment plan and understanding the possible results if you decide not to follow the recommended treatment plan.
- Acting in a socially acceptable manner consistent with the well being of other patients and all Greenbelt Endoscopy Center's staff. Verbal and physical threat to the GEC staffs and physicians are prohibited.

- Being considerate of other patients, staff and hospital property and following the Center rules, regulations and property. This applies to the visitors as well.
- Providing a valid photo ID and health insurance card, updated personal demographic at the registration for each visit.
- Informing the facility for any current or suspicious acute medical condition required immediate infection control measures. Use face mask and practice hand hygiene whenever necessary or requested from the GEC staff members.
- Asking questions when you do not understand what you have been told about your care or what you are expected to do.
- Providing necessary information for insurance claims and to pay your bills or make arrangements for financial obligations in a timely manner.
- Understanding their own health insurance plan and coverage, such as co-payment, co-insurance percentage and deductible balance for the procedure at GEC.
- Having a designated adult for receiving discharge instruction and driving home after received the sedation.
- Disclosing any chance or expectation of pregnancy before the procedure.
- Recognizing that the Center cannot accept responsibility for any personal property. Leave the carry on personal items such as jewelry, mobile electronic devices and cash to the designated responsible adult during the visit.
- Respecting the Center and the others privacy right and not to recording or filming from the personal mobile electronic devices without obtaining permission of the administration.