

What to Expect

Our goal is to treat each patient with respect and like a member of our own family. We provide state of the art focused ambulatory surgical services in a caring and compassionate environment. Our primary concern is your health and safety. We are certified by Medicare and accredited by AAAHC. In addition we are recognized by the ASGE for promoting quality in endoscopy.

We are dedicated to the highest standards of endoscopic care. We are equipped with the very latest of technologies for your safety, including patient monitoring equipment, Olympus endoscopes and an automated equipment disinfection system. Our center personnel strictly adhere to the American Society of Gastrointestinal Endoscopy and the Society of Gastrointestinal Nursing Association Endoscopy Reprocessing guidelines. We utilize a computer based procedure reporting system, so that both you and your primary care physician will receive results of your procedure.

Because you will be receiving sedation (which may alter your reflexes, judgment and reaction time), you must make arrangements for a responsible adult to drive you home after your procedure. Taxis, buses, limos or county sponsored transportation are not permitted unless you are accompanied by a responsible adult. This is for your safety and protection. Please contact us several days in advance if you are having difficulty finding a ride; we may be able to provide you with some resources for transportation assistance.

Please wear comfortable and loose fitting clothing. We will ask you about any known food or drug allergies you may have. We will also ask you to sign a routine Informed Consent to indicate that you have been made aware of the risks, alternatives to, and possible complications of the procedure.

After the procedure, you will rest comfortably in the center where we can answer any questions you may have and provide further instructions.

Charges for your procedure:

Depending upon your insurance plan, you may receive several bills as a result of the many specialists supporting your procedure. These may be from:

- Atherton Endoscopy Center (for the facilities, equipment, supplies, staff, etc.)
- Your physician
- An anesthesia provider who managed your anesthesia care
- And a bill from a lab or pathology facility

For billing inquiries for Atherton Endoscopy Center, please call 1-877-579-4572

Atherton Endoscopy Center

This center does not provide emergency care. In case of an emergency, call 911 or go to the nearest emergency facility.

3351 El Camino Real, Suite 220

Atherton, CA 94027

Phone: (650) 363-2800

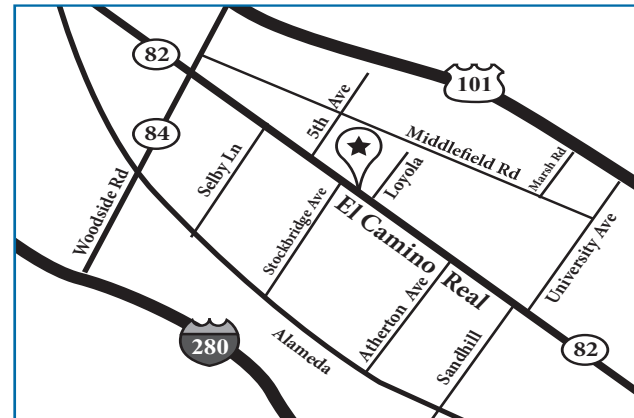
Fax: (650) 364-9599

Affiliate Website: www.athertonendoscopy.com

Hours of Operation: 7am - 4pm M- F

After hours please call your physician.

Map & Directions



From the North (San Carlos or Redwood City):

- South on El Camino Real to 3351 El Camino Real.

From the South (Mountain View or Menlo Park):

- North on El Camino Real to 3351 El Camino Real

Parking is either below or behind the building. Enter underground lot from El Camino Real between the buildings. Enter surface lot from Loyola Ave south of the building.

Atherton Endoscopy Center



Explanation of Procedures

Endoscopy – Endoscopy literally means “looking inside.” It is a minimally invasive diagnostic medical procedure that allows us to evaluate, diagnose and, in some cases, treat problems of the GI tract. Using an endoscope (a long thin, flexible tube with a tiny video camera and light source on the end) our highly-trained physicians perform sigmoidoscopy, colonoscopy and upper endoscopy.

Sigmoidoscopy – flexible sigmoidoscopy lets your doctor examine the lining of the rectum and a portion of the large intestine.

Colonoscopy – the most common of procedures, a colonoscopy is used to examine the lining of your large intestine and colon.

Upper Endoscopy – this procedure examines the gastrointestinal tract including the esophagus, stomach and duodenum.

All procedures will be fully explained to you and your questions answered prior to your procedure. We will review the pre - and post - procedural steps and spend time with you to assure you have all the information you need. The practice of gastroenterology requires mutual understanding, respect and confidence; whereas, our goal is to provide that with personal patient care.

What to Bring

- You will need to bring your insurance card(s)
- Your driver's license or a current State issued picture ID.
- A copy of your advance directive (if applicable)
- A copy of your Power of Attorney paper (if applicable)
- List of medications if not already reviewed with Atherton nursing staff by phone

Patient Rights

- Be informed of his/her rights as a patient prior to the start of the procedure. The patient may appoint a representative to receive this information should he or she so desire.
- Exercise these rights without regard to age, race, sex, national origin, religion, culture, disability, economic status, or source of payment for care.
- Considerate, respectful and dignified care, provided in a safe environment, free from all forms of abuse, neglect, harassment or reprisal.
- Access protective and advocacy services or have these services accessed on the patient's behalf.
- Appropriate assessment and management of pain.
- 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 healthcare providers who will see him/her.
- Change providers if other qualified providers are available.
- Be advised if the physician has a financial interest in the surgery center.
- Be advised as to the absence of malpractice coverage, if applicable.
- Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
- Participate in the development and implementation of his/her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- Be informed of the facility's policy and state regulations regarding advance directives and be provided advance directive forms if requested by the patient.
- Full consideration of privacy concerning his/her medical

care. 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 involved in his or her healthcare.

- Confidential treatment of all communications and records pertaining to his/her care and his/her stay at the facility. His/her written permission will be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
- Receive information in a manner that he/she understands. Communication with the patient will be effective and provided in a manner that facilitates understanding by the patient. Written information provided will be appropriate to the age, understanding and, as appropriate the language of the patient. As appropriate communications specific to the vision, speech, hearing, cognitive, or language-impaired patient will be appropriate to the impairment.
- Access information contained in his/her medical record within a reasonable time frame.
- Be advised of the facility's grievance process, should he/she wish to communicate a concern regarding the quality of the care he/she receives. Notification of the grievance process includes: whom to contact to file a grievance, and that he/she will be provided with a written notice of the grievance determination that contains the name of the facility's contact person, the steps taken on his/her behalf to investigate the grievance, the results of the grievance and the grievance completion date.
- Be advised of contact information for the Center Manager, and state agency to whom complaints can be reported, as well as contact information for the Office of the Medicare Beneficiary Ombudsman and AAAHC.
- Be advised if facility/personal physician proposes to engage in or perform human experimentation, research, clinical trials, or medical education affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects. Refusal to participate or discontinuation of participation will not compromise the patient's right to access care, treatment or services.
- Be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the facility.
- Examine and receive an explanation of his/her bill regardless of source of payment.

- Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care of behalf of the patient.

Patient Responsibilities

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications (including over the counter products and dietary supplements), allergies and sensitivities and other matters relating to his/her health.
- The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- 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 the 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 and/or family member/patient representative is responsible for disposition of the patient valuables.
- The patient is responsible for providing a responsible adult to transport him/her home from the facility and remain with him/her for a period of time designated by his/her physician unless exempted from that requirement by the attending physician.
- 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 of informing the facility whether the he/she has a living will, medical power of attorney or other directive that could affect his/her care.
- The patient is responsible for being respectful of all of the health care providers and staff, as well as other patients.

About Advance Directives

The Center respects and upholds the right of a patient to participate in their health care decisions and to execute advance directives. An Advance Directive is a written legal document that guides significant others and health care providers in following patient's wishes should they become incapacitated or unable to make decisions. It is the policy of this Center that, regardless of the contents of any advance directives/living will or instruction from a health care surrogate, patient representative, or attorney, the Center will always attempt to resuscitate a patient and transfer that patient to an acute healthcare facility in the event of deterioration. *For more information or questions regarding your advanced directive, please contact Atherton Endoscopy Center at (650) 363-2800.*

Ownership Disclosure

Atherton Endoscopy Center is owned and operated by James Torosis, M.D., Vicky Yang, M.D., Dan Rengstorff, M.D., and Covenant Surgical Partners, Inc.

Feedback On Our Services

You may contact any of the following:

- Atherton Endoscopy Center via phone (650) 363-2800
- California Department of Public Health District Office at 800-554-0353, or in writing to 150 North Hill Drive, Suite 22, Brisbane, CA 94005
- The Medical Board of California at (800) 633-2322 or in writing to: 2005 Evergreen Street, Suite 1200, Sacramento, CA 95815
- Medicare at 1-800-MEDICARE (1-800-633-4227) or by visiting <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
- AAAHC at 847-853-6060 or in writing to Accreditation Association for Ambulatory Health Care, 5250 Old Orchard Road, Suite 200, Skokie, IL 60077 or by visiting at www.AAAHC.org
- Covenant Surgical Partners Compliance Hotline at 855-315-0528 or by visiting www.covenantsurgicalcompliance.com

