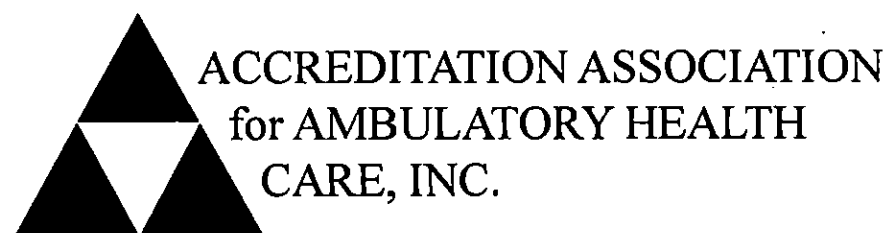


Pueblo Endoscopy Suites

1600 N. Grand Ave. • Suite 420
Pueblo, CO 81003
(719) 546-2500

This facility is a AAAHC certified ambulatory endoscopy center. By obtaining this prestigious status, we commit to providing the highest level of quality care to our patients by meeting rigorous national standards.



Welcome

You have been scheduled for a procedure at Pueblo Endoscopy Suites (PES) where you will be cared for by a group of committed, professional, and caring physicians and staff. We look forward to providing you with efficient, courteous, and friendly health care. Our facility is fully equipped with state-of-the-art diagnostic equipment in an aesthetically pleasing environment where we perform colonoscopies and esophageal gastroduodenoscopies (EGD). Our ambulatory endoscopy center is owned by the physician of Digestive Diseases Specialists.

Before Your Procedure

Our procedures are performed with intravenous sedation. Due to the effect of sedation, you will need to make prior arrangements for a responsible adult to drive you home after. You may feel mentally alert, but your memory, reaction times, and judgement may be impaired. **You will not be allowed to take a taxi, or bus, or leave the facility alone. IF YOU DO NOT HAVE A DRIVER HOME, YOUR PROCEDURE WILL BE CANCELED.**

Your medications will be reviewed prior to your procedure. If you are a diabetic you will be given specific instructions regarding the use of these medications. Please do not take aspirin or ibuprofen products for a week before the procedure. In addition, patients taking blood thinning medications such as Coumadin or Plavix will also require special instructions. If you have any questions about your medications, please contact our facility.

Please follow your written procedure instructions regarding your diet and if necessary bowel preparation instructions.

Day of Procedure

On the day of your procedure leave your valuables at home, please remove all nail polish. Bring your health insurance cards, current medication list as well as any payment due at time of service.

Reserved parking is located on the 4th level of the parking garage. When you arrive at the facility, please check in at the waiting room reception desk located in Suite 420. After checking in, you will be escorted by a nurse to the admitting room. Here we will have you change your clothing and will review your current health history as well as have you sign your consent forms.

During the procedure, your family will be asked to wait in the waiting room and may return once your procedure is complete. Due to the size of our facility, we are forced to limit two family members per patient.

Once in the endoscopy suite, monitoring devices will be placed including continuous cardiac, blood pressure, and oxygen monitors. We provide oxygen to all patients.

During your procedure, you will be administered sedation through your IV and will be monitored by gastroenterologist, registered anesthetist and other staff trained in endoscopic procedures.

PROPOFOL SEDATION - The drug propofol is far superior when compared to alternative sedation agents. It works fast and wears off considerably faster. In fact, most patients experience very few side effects as opposed to more traditional drugs which can leave a person groggy for hours after a procedure. The Food and Drug Administration (FDA) supports the idea that propofol is to be administered by only persons trained in the administration of general anesthesia. Therefore, the anesthesia provider will provide dedicated monitoring and medication administration. This will allow your doctor to be fully focused on the diagnostic or surgical procedure. As a result of the FDA's support in the proper use of propofol and the positive effects promoted by use of this drug, your next procedure should be a much more comfortable, pleasant and safe experience. When propofol is not available, versed and fentanyl will be used as a substitution for sedation.

After your procedure, you will be returned to the recovery area. Here you will again be closely watched by our specially trained nurses. If necessary, you may receive supplemental oxygen or any other medications necessary to aid in your care. At this time you will be offered something to drink. Discharge instructions will be prepared and will be reviewed with you and your driver. Your physician will visit you and discuss your procedure with any family members present. When you leave the facility you may resume eating, however, we advise that your first meal be light.

Please be prepared to go home and finish your recovery there. You will need a responsible adult to remain with you for a period of 24 hours. Patients often experience drowsiness after their procedure. Mild abdominal cramping may be expected.

After Your Procedure

Be sure to follow your discharge instructions given the day of the procedure. If you have any questions, please feel free to contact your physician at (719) 543-3500. The following day, you will be contacted by our staff to see how you feel and if you have any problems. You will receive a questionnaire in your discharge packet. It is important to use this opportunity to let us know how you feel about your experience at our facility.

Financial

You will receive a bill for all services provided by the facility. This does not include the fee for any of the following services: your doctor, laboratory tests, pathology, and follow-up appointments. For your convenience we accept cash, personal checks, VISA, and MasterCard.

Cancellations and missed appointments - Require 48 Business Hours Notice.

ADVANCE DIRECTIVE PATIENT INFORMATION

What is an advance directive?

An advance directive tells your doctor and family what kind of care you would like to have if you become unable to make medical decisions. Advance directives inform medical personnel what treatment you do want or what treatment you do not want if you are unable to speak for yourself.

What is a living will?

A living will is a document executed by a competent person which governs the withholding or withdrawal of life-sustaining treatment from an individual in the event of an incurable or irreversible condition. A living will becomes active when the person is no longer able to make decisions regarding his or her medical treatment.

What is a medical durable power of attorney?

A medical durable power of attorney states the individual you have chosen to make health care decisions for you. The power of attorney becomes active any time you are unconscious or unable to make decisions for yourself. Your power of attorney will be able to give consent for medical treatment to be performed or withheld. Your power of attorney should know your wishes in regards to life sustaining medical treatment.

What is a do not resuscitate order?

A do not resuscitate order (DNR) is a request not to have life sustaining measures taken such as CPR if your heart stops beating or you stop breathing. Following a discussion between you and your physician, the physician will place a DNR order in your chart dictating what measures may or may not be performed in regards to life sustaining measures.

Should I have an advanced directive?

In the event of an accident or serious illness, an advance directive will ensure that your wishes regarding your health care will be followed.

How can I write an advance directive?

Advance directives and living wills do not have to be complicated documents. To draft an advance directive, you may call a lawyer, use on-line forms, or computer software documents. Once your advance directives have been documented, you should have them notarized and dispense copies to your family and physician.

Grievance Information

Should you feel the need to file a grievance in regards to your care while at our facility, please follow these guidelines:

All grievances must be filed in writing and forwarded onto **Pueblo Endoscopy Suites Administration/Patient Advocate.**

Grievances must be signed and dated.

Once received, the grievance will be discussed with administration and any other pertinent individuals.

Once a resolution has been agreed upon, a written response will be generated within 15 working days of receiving the original complaint. A copy of the resolution information will be mailed to the patient.

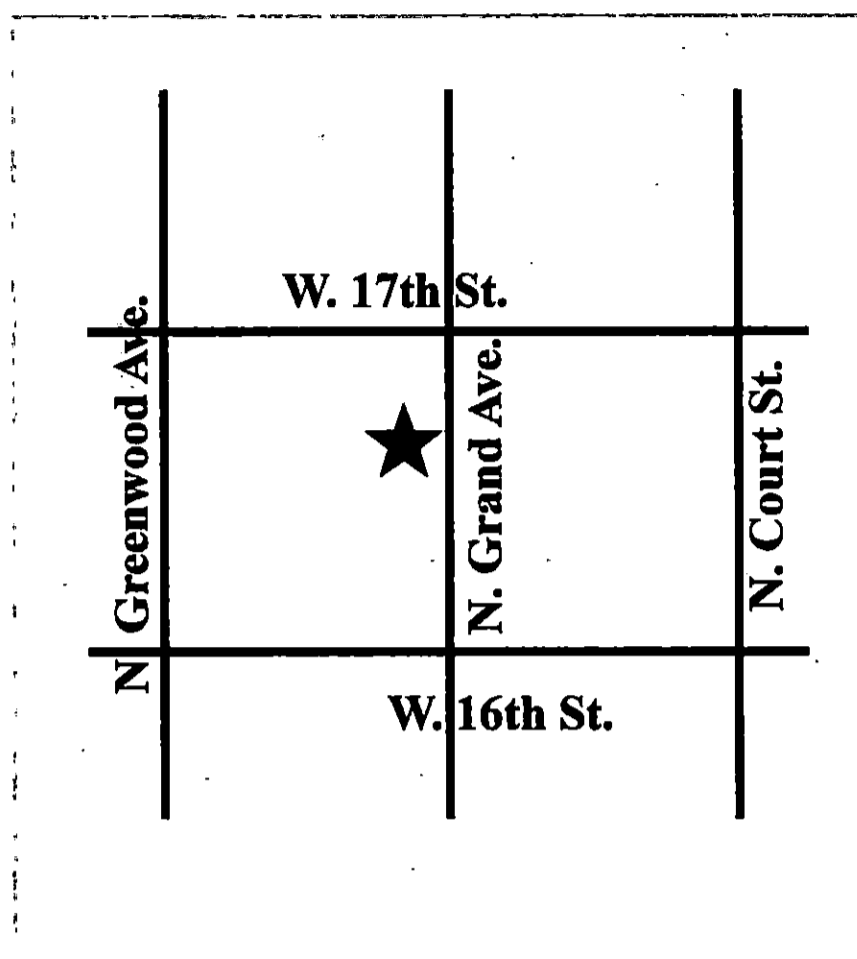
If you are not satisfied with the complaint resolution, please feel free to contact the following:

Colorado Department of Public Health and Environment
4300 South Cherry Creek Drive South
Denver, Colorado 80246
(303) 692-2904
hfdintake@cdphe.state.co.us

Medicare Beneficiary Ombudsman
www.cms.hhs.gov/center/ombudsman.asp
1-800-medicare

Department of Regulatory Agencies (DORA)
1-800-886-7675

Directions



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Patient Bill of Rights

As a patient in our facility, please know you have the following rights:

The right to information regarding your diagnosis, treatment, and prognosis, access to your medical records, explanation of your bill, as well as the names and functions of the health care providers caring for you.

The right to choose your health care provider.

The right to be a full partner in your health care decisions including fully participating in all decisions related to your health care, as well as the right to refuse medications or treatments. Health care consumers who are unable to fully participate in their treatment decisions have the right to be represented by parents, guardians, family members, or other court appointed persons.

The right to care without discrimination against race, ethnicity, national origin, religion, sex, age, disability, sexual orientation, or source of payment. An interpreter of your choice may be used.

The right to privacy. There will be no abuse, neglect or harassment during your healthcare and patients will be able to communicate with their health care provider knowing that their information will be kept protected.

The right to speedy complaint resolution and access to the grievance process should the need arise to file a complaint.