

WELCOME

We are pleased to welcome you to Queens Endoscopy Center, an ambulatory surgical center dedicated to providing the highest quality endoscopic services. The information in this brochure will give you an insight on what to expect before, during and after your appointment.

PROCEDURE: _____

PHYSICIAN: _____

APPOINTMENT DATE: _____

APPOINTMENT TIME: _____

Patient's Notice of Privacy Practices

Your rights regarding medical information about you.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

Your health record is the physical property of QUEENS ENDOSCOPY ASC. The information contained in the record, however, belongs to you. You have the specific right to your medical information. QUEENS ENDOSCOPY ASC will provide you with a copy of these rights on the day of your procedure.

Patient Rights & Responsibilities

The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal and receive services without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor. The patient has the right to be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse. The patient has the right to be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse. QUEENS ENDOSCOPY ASC will provide you with a copy of these rights on the day of your procedure. If you have any questions please ask your physician.

Disclosure of Ownership

We are the Physician Owners and have a financial relationship to the Center, and we would like to take this opportunity to thank you. We recognize that you have the right to choose the provider of your healthcare services. We are pleased that you have chosen Queens Endoscopy ASC.

Armand V. Asadourian, M.D.

Neil Brodsky, M.D.

Rom Gupta, M.D.

Kamran Nia, M.D.

Donald Palmadessa, M.D.

James Rand, M.D.

Daniel Reich, M.D.

H. Alan Schnall, M.D.

Nicholas Triantafillou, M.D.

Arthur Vogelman, M.D.

Directions

Queens Endoscopy is located on the ground floor of 176-60 Union Turnpike. The entrance to 176-60 Union Turnpike is located closer to Utopia Parkway - Next to 'Cold Stone Creamery' - LEVEL 2R



PUBLIC TRANSPORTATION:

Patients can connect from either the E or the F train at Union Turnpike station and take the Q-46 bus to Union Turnpike and Utopia Parkway. Alternatively patients may take the F train to 169th Street Station and take the Q30 or Q31 bus to the corner of Utopia Parkway and Union Turnpike.

BY CAR:

From Manhattan: Take the Queens Midtown Tunnel to Utopia Pkwy (Exit 25 on the Long Island Expy), then follow Utopia Pkwy to Union Tpke.

From Western Queens: Take Grand Central Pkwy to Utopia Pkwy exit and then make a left turn onto Utopia to the corner of Utopia and Union Tpke

From the South/Brooklyn: Take the Van Wyck Expy to Main St then follow Main St to Union Tpke. Make a right on Union Tpke and follow for about 1.5 miles to corner of Union Tpke and Utopia Pkwy.

From Long Island (North): Take the Long Island Expy and exit at Utopia Pkwy (Exit 25). Make a left on Utopia Pkwy, and proceed to Union Tpke.

Northern State/Grand Central: To 188th St (Exit 19), right on 188th St, left on Union Tpke.

From Long Island (South): Take the Cross Island Pkwy and proceed to Grand Central Pkwy and exit at 188th St (Exit 19). Make a right on 188th St and proceed along Union Tpke.

From the Bronx: Take the Throgs Neck Bridge to the Clearview Expy. Take exit 2 and make a right onto Union Tpke and follow to the corner of Utopia Pkwy.

176-60 UNION TURNPIKE, GROUND FL.
(ENTRANCE CLOSER TO UTOPIA PKWY)
FRESH MEADOWS, NY 11366
(718) 425-3300
QUEENSENDOSCOPY.COM



**WELCOME TO
QUEENS
ENDOSCOPY**

PRIOR TO YOUR PROCEDURE

- A Center staff member will contact you 1-2 days to confirm your procedure appointment.
- **PLEASE BE CERTAIN THAT YOU FOLLOW DIETARY AND PREP INSTRUCTIONS PROVIDED BY YOUR PHYSICIAN.**
- Certain medications such as blood thinners, aspirin and diabetes medications may need to be stopped prior to your procedure. Please confirm with your doctor.
- **PATIENTS MUST BRING A RESPONSIBLE ADULT ESCORT,** Do not drive after the procedure.
- We suggest that you do not smoke nor drink alcohol for at least 24 hours before your procedure.
- If you need special assistance, language interpreter, require a sign language interpreter, please let the physician's office know so arrangements can be made.



Queens Endoscopy ASC, LLC is accredited by
The Joint Commission



Recognized by the American Society for
Gastrointestinal Endoscopy for promoting
quality in endoscopy

ABOUT YOUR BILL

Queens Endoscopy will make every effort to keep this process as simple as possible. Your procedure will generate several different bills from different sources:

- Queens Endoscopy bill covers the use of the facility and all necessary supplies used during your procedure. Queens Endoscopy will also be submitting a claim for anesthesia services provided.
- You will receive a separate bill from your physician.
- Your procedure may employ other billable services, such as laboratory and pathology, which will be billed separately.

FOR ANY BILLING QUESTIONS, PLEASE CALL:

(833)815-0637

For a list of participating insurances and laborites, please visit
Queensendoscopy.com or call (718) 425-3300

DAY OF YOUR PROCEDURE

- Please register at the reception desk at your scheduled arrival time. Level 2R, entrance closer to Citibank.
- Please bring your insurance card and a photo ID.
- Co-pay/Deductibles is due at the time of service. Cash, check or credit card (Visa, MasterCard, Discover, American Express) are accepted.
- Bring a current list of all your medications with dosages and how often you take them. If you are instructed by your doctor or nurse to take your morning medications, you may do so with a SIP OF WATER ONLY.
- Please leave all valuables at home, The Center cannot take responsibility for safeguarding your personal items.
- Wear loose and comfortable clothing that can be stored easily.
- If you wear glasses, contact lenses, dentures, or a hearing aid, bring along a case to put them in during your procedure.
- If you have sleep apnea and own a CPAP or BiPAP machine, please bring the machine with you.
- During your procedure, those who accompanied you to the Center should wait in the reception/waiting room area.

At Queens Endoscopy ASC., our staff and physicians are focused on maintaining an efficient schedule in order to avoid long wait times for our patients. To assist in maintaining our schedule, please arrive at the facility at your appointed time. We are committed to providing you with a comfortable and safe environment during your stay.

AFTER YOUR PROCEDURE

- You will rest in our recovery room under the care of our specialty-trained registered nurses until you are discharged from the facility.
- Prior to discharge you will be given written post-procedural instructions. It is important that you understand the instructions. The nurses will answer any questions that you have.
- YOU ARE NOT permitted to drive a vehicle, operate machinery or make critical decisions for the remainder of the day of your procedure.

POLICY ON ADVANCE DIRECTIVES

In accordance with NY State Public Health Law 2980-2994, we must inform you of the center policy on Advance Directives. Advance directives include but are not limited to a health care proxy, consent to a do-not-resuscitate (DNR) order recorded in your medical record and a living will.

Due to the fact that The Queens Endoscopy is an Ambulatory Surgery Center for the purpose of performing elective procedures in a safe and uncomplicated manner, patients are expected to have an excellent outcome. If a patient should have a complication, the center staff will always attempt to resuscitate the patient and transfer that patient to a hospital in the event of deterioration. If a patient should provide his/her Directive, a copy will be placed on the patient's medical record and transferred with the patient, should a hospital transfer be ordered by his/her physician. In order to assure that the community is served by this center, information concerning advance directives/Healthcare proxy and DNR orders is available at the center and:

Information on Advance Directives

New York Advance Directive Planning for Important Healthcare Decisions - Caring Info 1731 King Street, Suite 100 Alexandria VA 22314 Help Line: 800.658.8898 Multilingual Line: 877.658.8896 Email: caringinfo@nhpco.org www.caringinfo.org

AFFILIATED HOSPITALS

Center Affiliated Hospitals

New York-Presbyterian Queens

Physician Affiliated Hospitals

Bellevue Hospital

Flushing Hospital

Mount Sinai Hospital

New York-Presbyterian Queens

North Shore LIJ

NYU Langone Medical Center

NYH Medical Center Queens

Winthrop University Hospital

Center partnership

Physicians Endoscopy



PATIENT COMPLAINT/GRIEVANCE & SUGGESTIONS:

The patient and family are encouraged to help the facility to improve its understanding of the patient's environment by providing feedback, suggestions, comments and or complaints regarding the service needs and expectations. A complaint or grievance should be registered by contacting the center administrator and/or patient advocate through the State Department of Health or Medicare. The center will respond in writing with notice of how the grievance has been addressed within 30 days of receipt.