

## **Patient Responsibilities**

1. The patient must provide accurate and complete information concerning his/her present complaints, past medical history, and other matters concerning his/her health.
2. The patient is responsible for making it known whether he/she clearly understands the course or his/her medical treatment.
3. The patient is responsible for following the treatment plan established by his/her physician, including following the instructions of nurses and other health professionals as they carry out the physician's orders.
4. The patient is responsible for keeping appointments and for notifying the facility or physician if unable to do so.
5. The patient is responsible for his/her actions should treatment be refused or physician orders not followed.
6. The patient is responsible for assuring that financial obligations are fulfilled.
7. The patient is responsible for following the facility policies and procedures.
8. The patient is responsible for being considerate of other patients and facility personnel.

Patient complaints may be directed to the following persons and agencies:

Tulsa Endoscopy Center  
Lisa Fonkalsrud, Director of Nursing  
4200 East Skelly Drive, Suite 100  
Tulsa, Oklahoma 74135  
918-728-6010

Medicare  
701 N.W. 63<sup>rd</sup> Street  
Oklahoma City, OK 73116  
800-522-9079

Medicaid  
4545 North Lincoln, Suite 124  
Oklahoma City, OK 73105  
405-522-7300

Oklahoma Department of Health  
Medical Facilities  
1000 Northeast 10<sup>th</sup> Street  
Oklahoma City, OK 73117  
405-271-6576