

Patient Concerns and/or Grievances

Persons who have a concern or grievance regarding our Endoscopy Center should contact the Director or write a statement:

Jenise Johnston, Nurse Director
Old Town Endoscopy Center
5500 Greenville Avenue
Suite 1100
Dallas, Texas 75206
214-739-9544

Complaints regarding Ambulatory Surgical Centers can be made to:

Texas Department of State Health Services
Health Facility Licensing Group
1100 West 49th Street
Austin, TX 78756
Phone 1-888-973-0022

Complaints may be registered with the department by phone or in writing.

Complaints Regarding Medicare can be made to:

Office of Medicare Ombudsman Hotline:
800-633-4227

or

www.medicare.gov/Ombudsman/activities.asp

Notice of Physician Ownership

The Center is owned, in part by the physicians. The physician(s) who referred you to this Center and who will be performing your procedure(s) may have a financial and ownership interest. Patients have the right to be treated at another health care facility of their choice. We are making this disclosure in accordance with Federal regulations.

Advance Directives

You have the right to information on the Center's policy regarding Advance Directives.

Advanced Directives will not be honored within the Center. In the event of a life-threatening event emergency medical procedures will be implemented. Patients will be stabilized and transferred to a hospital where the decision to continue or terminate emergency measures can be made by the physician and family.

If the patient or patient's representative wants their Advance Directives to be honored, the patient will be offered care at another facility that will comply with their wishes.

If you request, an official state Advance Directive Form will be provided to you.