

Patient Rights – Disclosure of Information

Welcome to Southern Illinois GI Specialists, LLC which is owned by Dr. Zahoor A. Makhdoom.

We would like you to know that Dr. Makhdoom is board certified by the Board of Internal Medicine and also the Board of Gastroenterology and is licensed in the State of Illinois. He has been in practice in southern Illinois since 2000. His training is extensive in the field of gastroenterology. Should you choose to have a procedure(s) by this organization, Dr. Makhdoom will be the only **one** performing your procedure(s).

This organization also uses credentialed and licensed in the State of Illinois, mid-level providers of care (Physician Assistants). They provide care according to their scope of service.

Please be advised that if you have a grievance the following mechanism exists. Ask for the grievance form from the receptionist.

If you have a suggestion, please place this in writing, this can be anonymous and hand to the receptionist or mail it to the office.

We encourage all patients to participate in their care, so please speak up and ask questions of anyone in this organization.

This practice educates staff upon hire and annually thereafter in hand hygiene and we follow the WHO guidelines for hand hygiene. We encourage staff to stay home when they are sick. We provide tissues and garbage cans throughout the facility and encourage everyone to cover their mouth when coughing or sneezing and then wash their hands.

Should you have a procedure in this organization we want you to know that we value patient safety. Therefore you may hear us performing certain tasks or asking certain questions that may surprise you. Even though we may know you, we will ask you to tell us your name. We take a pause or “time out” before we actually start your procedure to assure once again that we have everything that we need and the entire team is in agreement. This organization adheres to strict infection control measures before, during and after your procedure including but not limited to: procedural technique, the environment of care, care of equipment and instruments, and education of all staff in the most up to date infection control measures.

If anyone has concerns about patient care and safety in the organization, that the organization has not addressed, you are encouraged to contact the organization’s management. If you feel the concerns were not resolved through the organization, you are encouraged to contact the Joint Commission by calling 800-994-6610 or emailing complaint@jointcommission.org.

Additionally, please be advised that this organization does not recognize Do Not Resuscitate orders or Living Wills. If you should have any questions, please see the receptionist.