

**GI SOLUTIONS OF ILLINOIS LLC**

**Suite 209**

**Chicago, Illinois 60631**

**Phone: 773-631-2728**

**Fax: 773-631-8083**

To Our Patients:

We are continuing with the philosophy, mission and footsteps of Dr. Ohri.

Dr. Jonathan Erlich completed his residency in Internal Medicine at the University of Chicago. He then went on to Beth Israel Deaconess Medical Center in Boston, where he completed his fellowship in Gastroenterology. He is Board Certified in Internal Medicine and Board Eligible in Gastroenterology. While Dr. Erlich enjoys all aspects of gastroenterology, he has a passion for managing inflammatory bowel disease and has published several research articles regarding care for IBD patients. Most important to him, Dr. Erlich firmly believes in connecting with and assisting his patients in overcoming their ailments, rather than simply focusing on their disease.

We want you to know that Dr. Veena Nannegari-Khiani is board certified by the American Board of Internal Medicine in Internal Medicine and Gastroenterology and is licensed in the state of Illinois. She completed her Residency in Internal Medicine and Fellowship in Gastroenterology at Albany Medical Center in New York. She completed an advanced Fellowship in Inflammatory Bowel Disease at the University of Chicago. Dr. Nannegari –Khiani was also Assistant Professor of Clinical Medicine in the Department of Gastroenterology and Hepatology and Director of the Inflammatory Bowel Disease Program at the University of Illinois, Chicago. She has extensive training in the field of Gastroenterology. You may request her C.V., which we keep on file. Should you choose to have a procedure at this organization, Dr. Nannegari-Khiani will be the only one performing your procedure unless otherwise notified.

The Endoscopy Suite 207 is owned and run by GI Solutions. This office endoscopy suite is accredited by the Joint Commission, an independent organization whose certification is recognized nationwide as a symbol of quality that reflects our organization's commitment to meeting exceptional performance standards, equivalent to hospital status in performance and safety. You, the patient, have the right to choose where you prefer your endoscopy to be performed.

Additionally, this organization utilizes credentialed, certified registered nurse anesthetists with many years of experience and training, licensed in the State of Illinois.

Please be advised that if you have a grievance or concern the following protocol exists: Ask for the grievance form from the receptionist, or you may call the accrediting organization that oversees our compliance with standards of care, the Joint Commission on Accreditation of Healthcare Organizations at 800-994-6610. You may also send an email to the Commission at [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

If you have a suggestion, please put it in writing. This can be anonymous and may be handed to the receptionist or mailed to the office.

We encourage all patients to be actively involved in their care, so please **SPEAK UP** and ask questions about anything concerning your care: medication, procedures, treatments, diet, etc.

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**Additionally, please be advised that this organization DOES NOT RECOGNIZE DO NOT RESUSITATE ORDERS or LIVING WILLS. If you have any questions, please ask to speak to the office manager. If you have a living will or other directive that you would like us to keep a copy of please provide us with a copy of that directive.**

This practice educates staff upon hire and annually thereafter following the CDC guidelines for hand hygiene. 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 identifying information such as your date of birth or your address besides asking you to tell us your name. We take a pause or a "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 our management. If you feel the concerns were not resolved through the organization, you are encouraged to contact the Joint Commission by calling 800-994-06610 or emailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org).