



*Wilmington Gastroenterology
and Endoscopy Center*



Patient Information

5115 Oleander Drive • Wilmington, NC 28403

Wilmington Gastroenterology Associates was founded in 2000 by Doctors Clinton L. Meyer, Joseph Kittinger, III, William W. King, and Robert D.J. Henihan. Each doctor is board certified both Gastroenterology and Internal Medicine and licensed by the state medical board of North Carolina. They have over 55 years of combined experience providing safe, high quality, gastroenterological services. Thank you for allowing us to provide your healthcare service.

Mission Statement

To provide high quality, convenient outpatient gastroenterology services to the community we serve, creating exceptional value for our patients, our employees, and our partners.

Location: 5115 Oleander Drive
Wilmington, NC 28403

Phone: Monday – Friday 8:00am – 5:00pm (910) 362-1011
After Hours and Holidays (910) 509-8025

Fax: (910) 362-1012

Web: WWW.WILMINGTONGI.COM

Wilmington Gastroenterology and Endoscopy Center

The physicians and staff at Wilmington Gastroenterology Associates are located at 5115 Oleander Drive. Our building project is the result of several years' effort and we are very pleased to be in our new location. Our facility has over 15,000 square feet. We have added additional staff and new equipment to provide you with the best possible gastroenterology care possible.

Included in our new building is our NC state licensed, Medicare Certified, AAAHC Accredited Endoscopy Center in which you will find we can meet your endoscopy needs in a safe, comfortable and cost-effective environment that promotes a higher level of continuity-of-care. You will now be able to see our physicians in our office and also have your procedure done in the comfort of our new state-of-the-art Endoscopy Center, provided your insurance has contracted with us.

The advantages of having your gastroenterology care/procedure done in our office are many:

- ***Cost Effective.*** By having your procedure performed in our new facility we will be able to reduce the cost to you and your insurance carrier. Contact your insurance carrier and ask if they have contracted with Wilmington Gastroenterology Associates so you can have your procedure performed by our physicians in our new facility and thereby reduce your costs.
- ***Comfort.*** You will be able to have your gastroenterology care and/or procedure in the comfort of our new office setting.
- ***Convenience.*** One stop gastroenterology services. Our office location is ideally located at 5115 Oleander Drive with easy access and extensive parking.
- ***Continuity of Care.*** Our staff will assist you from scheduling your appointment through having your procedure.

- *State-of-the-Art Equipment.* Our new office contains new office equipment and all new gastroenterology procedure equipment to assist you with all your gastroenterology needs.
- We will continue to offer the finest gastroenterology care possible in a friendly family environment. We are committed to your care and our staff are here to assist you.

❖ **Endoscopy Center Procedure List**

Rigid sigmoidoscopy

Flexible sigmoidoscopy

Flexible sigmoidoscopy with biopsy

Esophagogastroduodenoscopy

Esophagogastroduodenoscopy with biopsy

Esophagogastroduodenoscopy with dilatation

Colonoscopy

Colonoscopy with biopsy

Colonoscopy with polypectomy

Esophageal dilatation

Virtual Capsule Endoscopy

Our Physicians:



Clinton L. Meyer, MD

Gastroenterology and Hepatology

Dr. Meyer received his B.S. from the University of Maine, Orono, Maine, and his M.D. from Memorial University of Newfoundland Medical School, St. Johns, NFLD. He completed a residency in Internal Medicine at Carney Hospital Medical Service, Boston, MA, and a Gastroenterology Fellowship at Boston Veterans Administration Medical Center, Boston, MA. Dr. Meyer is Board-certified in Internal Medicine and Gastroenterology by the American Board of Internal Medicine (ABIM). He is a Clinical Associate Professor of Medicine at the University of North Carolina at Chapel Hill.



Joseph Kittinger, III, MD, FACP, FACG, AGAF

Gastroenterology, Hepatology and Nutrition

Dr. Kittinger received his B.A. from the University of Colorado, Boulder, CO, and his M.D. from the University of Arkansas for Medical Sciences, Little Rock, AR. He completed a residency in Internal Medicine at the University of Arkansas, Little Rock, AR, and a Gastroenterology Fellowship at the University of North Carolina at Chapel Hill, NC. Dr. Kittinger is Board-certified in Internal Medicine and Gastroenterology by the American Board of Internal Medicine (ABIM). He is a Clinical Associate Professor of Medicine at the University of North Carolina at Chapel Hill.

Our Physicians (continued):



William W. King, MD

Gastroenterology and Hepatology

Dr. King received his B.S. from Davidson College, Davidson, NC, and his M.D. from the University of North Carolina School of Medicine, Chapel Hill, NC. He completed a residency in Internal Medicine at University Hospital, Boston, MA, and a Gastroenterology Fellowship at Boston University Medical Center, Boston, MA. Dr. King is Board-certified in Internal Medicine and Gastroenterology by the American Board of Internal Medicine (ABIM). He is a Clinical Associate Professor of Medicine at the University of North Carolina at Chapel Hill.



Robert D.J. Henihan, MD

Gastroenterology and Hepatology

Dr. Henihan received his B.A. and his M.D. from Trinity College, Dublin, Ireland. He completed a residency in Internal Medicine at Boston City Hospital, Boston University School of Medicine, Boston, MA, and a Gastroenterology Fellowship at Massachusetts General Hospital and Harvard Medical School, Boston, MA. Dr. Henihan is Board-certified in Internal Medicine and Gastroenterology by the American Board of Internal Medicine (ABIM). He is a Clinical Assistant Professor of Medicine at the University of North Carolina at Chapel Hill.

Our Physicians (continued):



Steven D. Klein, MD

Gastroenterology and Hepatology

Dr. Klein received his B.S. from the University of North Carolina at Chapel Hill, and his M.D. from New York Medical College, Valhalla, NY. He completed a residency in Internal Medicine and a Gastroenterology Fellowship at Emory University, Atlanta, GA. Dr. Klein is Board-certified in Internal Medicine and

Gastroenterology by the American Board of Internal Medicine (ABIM).



D. Spencer Carney, MD

Dr. Carney received his B.A. from the University of Michigan in Ann Arbor, MI. He went on to earn his M.D. at Emory University in Atlanta, GA. Following medical school, he completed his residency and fellowship in Dallas, TX, at the University of Texas Southwestern Medical Center. Dr. Carney is board certified in Internal

Medicine and Gastroenterology by the American Board of Internal Medicine.



Mariam S. Sauer, MD

Dr. Sauer received her undergraduate and medical degrees at the University of North Carolina at Chapel Hill. She then completed her residency in Internal Medicine at the University of Chicago Hospitals, Chicago, IL. Her gastroenterology fellowship training was at Loyola University, Chicago, IL. Dr. Sauer is board certified in Internal Medicine and

Gastroenterology by the American Board of Internal Medicine.

Our Physician Assistants:



Jean E. Nichols, PA-C

Jean completed a Bachelor of Science at State University of New York College at Fredonia, New York in 1994. She is a graduate of Physician Assistant studies from D'Youville College in Buffalo, New York in 1999. Since 1999 she has worked with Drs. Meyer, Kittinger, King and Henihan. Her chief clinical interests are Hepatitis C, Colorectal cancer Screening, and Gastroesophageal Reflux Disease



Alison L. Stevens, PA-C

Alison obtained her Bachelor of Science, majoring in biology with a minor in chemistry, at Mars Hill College, Mars Hill, North Carolina in 1998. She is a graduate of Physician Assistant studies from South College in Savannah, Georgia in 2001. Alison has been with the practice since August 2001. Her chief clinical interests are Inflammatory Bowel Disease, Irritable Bowel Syndrome, and Peptic Ulcer Disease.



Heather S. Goldstein, PA-C

Heather completed a Bachelor of Science degree in Biochemistry at the College of Charleston in Charleston, SC in 1998. She is a graduate of Physician Assistant studies from the Medical University of South Carolina in Charleston. Heather moved to Wilmington in September 2001. She spent her first few years working in Family Medicine and Physical Medicine/Rehabilitation. She joined our practice in April 2004. Her special interests include colon cancer screening, GERD, and the inflammatory bowel diseases.

Our Physician Assistants (continued):



Jennifer K. Hastings, PA-C

Jennifer graduated Cum Laude from Virginia Polytechnic Institute and State University in 2003 with a Bachelor of Science in Human Nutrition, Foods, and Exercise. She went on to George Washington University where she earned her Masters degree and completed the Physician Assistant program in 2005. She joined the Wilmington Gastroenterology team in January 2006.



Wendy Hudson, PA-C

Wendy Hudson attended the College of Health Sciences in Roanoke and received an Associates of Science Degree. She then attended James Madison University's Physician Assistant program. She worked as a Physician Assistant in Gastroenterology in South Boston, VA before relocating to Wilmington in 2006. Her interests include IBS.



Ashley Pratt, PA-C

Ashley grew up in Wilmington and graduated Cum Laude from the University of North Carolina at Wilmington in 2004. She went on to the Philadelphia College of Osteopathic Medicine in Philadelphia, Pennsylvania where she earned her Masters degree in the Physician Assistant program. Ashley returned home to Wilmington and joined the Wilmington Gastroenterology team in October 2008.

Our Physician Assistants (continued):



Stephanie Williams, PA-C

Stephanie graduated Summa Cum Laude from Daemen College in Buffalo, NY in 2006. She received her dual Bachelor's of Science in Biology and Master's degree in Physician Assistant Studies. After graduation she worked as a physician assistant in gastroenterology in Rochester, NY. Stephanie relocated to Wilmington in 2010 to join the Wilmington Gastroenterology team. Her clinical interests include inflammatory bowel disease, hepatitis C, and chronic liver disease.



Patient Bill of Rights

- A patient has the right to quality health care, regardless of care, color, creed, age, sex, sexual preference, religion, disability, national origin.
- A patient has the right to considerate, respectful care given by competent personnel who adhere to high professional standards.
- A patient has the right to participate in the development and implementation of his/her plan of care.
- A patient has the right to be informed in advance of the medical practice discontinuing care whenever possible.
- A patient has the right to a full explanation regarding all continuing health care needs, such as return visits and required medications that will be needed by the patient after discharge.
- A patient has the right to refuse to participate in experimental research.
- A patient has the right to prompt resolution of a complaint/grievance and knowledge of whom to contact to file such a complaint/grievance.
- A patient has the right to assistance in obtaining consultation with another physician at the patient's request and expense.
- A patient cannot be denied the right of access to an individual or agency who is authorized to act on his behalf to assert or protect the rights set out in this section.
- A patient has the right to know what facility rules and regulations apply to his/her conduct as a patient.
- A patient has the right to be informed of his/her health status and receive information about the illness, course of treatment, and prospects for recovery in terms the patient can understand.
- A patient has the right to be involved in care planning and treatment, and actively participate in decisions regarding medical care, including decisions to withhold or withdraw treatment if the patient has a terminal condition.
- A patient has the right to refuse any and all drugs, treatments or procedures and be informed of the medical consequences of refusal.

- A patient has the right to adequate and appropriate procedural pain management.
- A patient has the right to have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.
- A patient has the right to be transferred to a hospital when medically necessary. The hospital to which the patient is transferred must first have accepted the patient for transfer.

Privacy and Safety

The patient has the right:

- To personal privacy
- To receive care in a safe setting
- To be free from all forms of abuse and harassment
- To be free from needless duplication of medical and nursing procedures.

Confidentiality and Patient Records

The patient has the right:

- To confidentiality of all communication, case discussion, consultation, examination, treatment and his/her clinical records, except as otherwise provided by law or third party contractual arrangements.
- To access information contained in his/her clinical record within a reasonable time frame by placing a request with the medical records department.

Patient and Escort (Family or Friend) Responsibilities:

Provision of Information - The patient/family is responsible for providing, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to the patients health. The patient/family is responsible for reporting unexpected changes in the patient's condition to the responsible practitioner.

Ask Questions - Adult escorts are responsible for asking questions when they do not understand what they have told regarding patient care. Prior to discharge, make sure all instructions are understood. Speak up if you have questions or concerns.

Following Instructions - The patient/family is responsible for following the treatment plan and any instructions provided. Our staff may ask your escort to assist with caring for the patient during your visit. This may include assisting the patient during their recovery period. Due to the medications given during a procedure, **PATIENTS ARE NOT TO BE LEFT UNATTENDED**, even if they say the "feel back to normal" or "fine". A patient may quickly become dizzy , unsteady and/or forgetful. **TO AVOID INJURY MAKE SURE THE PATIENT REMAINS SEATED WHILE GETTING DRESSED.** The patient should express any concerns regarding his/her ability to comply with a planned course of treatment, and every effort should be made to adapt the treatment plan to the patient's specific need and limitations. Where such adaptation to the treatment plan is clinically indicated, the patient/family is responsible for understanding the consequences of the treatment alternatives and of noncompliance with the proposed course of treatment.

Refusal of Treatment - The patient/family is responsible for the outcome if the patient/family refuses treatment or does not follow the practitioner's instruction.

Rules and Regulations - The patient/family is responsible for being considerate of the rights of other patients and organizations rules and regulations affecting patient care and conduct.

Advance Directives:

An advance directive is a set of directions you give about the healthcare service you receive should you ever lose the ability to make decisions for yourself. You may make an advance directive by use of a living will or a health care power of attorney.

Living Will: A living will is a document that tells others what measures you want taken if you are terminally ill, incurably sick, or in a persistent vegetative state. You may also give your doctor specific instruction not to use heroic treatments that would delay your dying, such as a breathing machine.

Health Care Power of Attorney: In North Carolina, you can name a person to make medical / mental health care decisions for you if you later become unable to decide yourself. This person is called your “health care agent.” In the legal document you name who you want your agent to be. You can say what medical treatments you would want and what you would not want. Your health care agent then knows what choices you would make.

The booklet, “Medical Care Decisions and Advance Directives, What You Should Know”, is available upon request to inform patients about Advance Directives. Medical treatment in the Endoscopy Center will in no way be affected if the patient does or does not have a Living Will and/or Health Care Power of Attorney.

ADVANCE DIRECTIVES WILL NOT BE HONORED AT OUR OUTPATIENT FACILITY. IN CASE OF ARREST , 911 WILL BE CALLED AND BASIC LIFE SUPPORT WILL BE INITIATED.

Patient Satisfaction:

At WGA we strive to provide our patients with the finest medical care and outpatient endoscopy care available. As part of this commitment to quality care, the management at WGA has implemented a patient satisfaction survey. The information obtained from the surveys is reviewed by our Quality Improvement Committee and passed on to our Governing Body. We believe that with patient input and constructive criticism, we can continue to work to maintain and exceed the highest standards for outpatient care. Please take a few moments to complete the survey and return it to our office. Your feedback is greatly appreciated.

Patient Grievances:

The grievance and appeals process gives our patients an avenue for resolving problems with the medical care and services we provide. Whether the problem concerns access to care... dissatisfaction with our doctors or employees...or a utilization management decision about their medical care, we will investigate the issue and work toward a satisfactory solution. Please report any issues to any WGA employee or call our office at (910) 362-1011 so that we may serve you better. If you feel that your issue has not been properly resolved you may report it to the New Hanover – Pender County Medical Society Mediation Committee at (910) 790-5800.

Ownership Disclosure

The Wilmington Gastroenterology endoscopy center is wholly owned by the physician owners of Wilmington Gastroenterology Associates. Currently the owners are Drs. Clinton Meyer, Joseph Kittinger III, William King, Robert Henihan, and Steven Klein.

After Hours and Emergency Service:

Wilmington Gastroenterology Associates office hours are Monday-Friday 8:00am to 5:00pm. If the patient has any questions or concerns regarding their health care during these hours they should call the main office number. If during regular office hours the patient is experiencing a medical emergency they should call 911 or visit the nearest emergency room.

At WGA we realize that patients may have medical issues that extend past regular office hours. For this reason patients should call (910) 509-8025 in order to contact the physician on call for emergencies. Routine medical care is given only during office hours. If the patient is experiencing a medical emergency after office hours they should call 911.

Insurance and Billing:

WGA will file your claim with your health insurance carrier. Any copays and deductibles are due in full at the time of service. We accept credit cards, checks, and cash. WGA will make every effort to verify your insurance coverage before your procedure and obtain any preauthorization necessary. However, each patient is ultimately responsible for the payment of their medical service. All quoted prices are estimates based on the scheduled services. Additional services may be necessary once your procedure has started. If you have questions about your bill please contact our office at (910) 362-1011 from Monday through Friday 8:00am to 5:00pm.

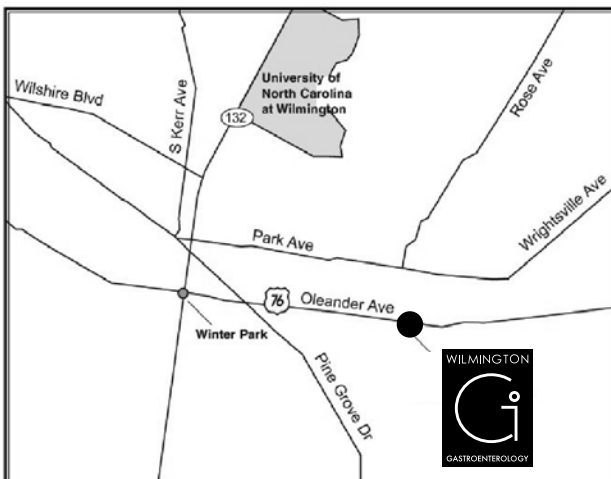
Location:

5115 Oleander Drive
Wilmington, NC 28403
(910) 362-1011 M – F 8:00 -5:00
(910) 509-8025 After Hours
(910) 362-1012 fax



Driving Directions:

Our new office is located on Oleander Drive east of College Road towards Wrightsville Beach. Head east on Oleander Drive from College Road go through the intersection of Pine Grove directly across from the Elks Lodge on the left.



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