

South Suburban Gastroenterology S.C.

Abraham Fallah, M.D. Shibhan Ganju, M.D. Robert C. Kaiser, M.D. Matthew L. Horowitz, M.D., M.S. Carl A. Robinson, M.D.

INTERNAL MEDICINE AND GASTROENTEROLOGY

Disclosure Information

To Our Patients:

Welcome to our practice, which is owned by the partners of South Suburban Gastroenterology.

Your physicians: Five physicians provide care to patients at South Suburban Gastroenterology. They are all board certified in Gastroenterology by the American Board of Internal Medicine. They have all received extensive training in Gastroenterology.

Abraham Fallah, M.D. attended medical school at the University of Tehran (Tehran, Iran). He did residencies in Internal Medicine at Grasslands Hospital (Mt. Kisco, N.Y.) and Brooklyn Cumberland Medical Center (Brooklyn, N.Y.). He completed his gastroenterology fellowship at Henry Ford Hospital, Detroit, Michigan. He has been practicing Gastroenterology since 1975.

Shiban Ganju, M.D. attended medical school at All India Institute of Medical Sciences (Delhi, India). He completed his residency in Internal Medicine and his fellowship in Gastroenterology at Cook County Hospital (Chicago, Illinois). He has been practicing gastroenterology since 1979.

Robert Kaiser, M.D. attended medical school at the University of Illinois College of Medicine (Chicago, Illinois). He completed his residency in Internal Medicine and his fellowship in Gastroenterology at University of Illinois Hospital (Chicago, Illinois). He has been practicing gastroenterology since 1985.

Matthew Horowitz, M.D. attended medical school at the Universidad Autonoma de Guadalajara (Guadalajara, Mexico) for two years and subsequently completed his degree at the Chicago Medical School (North Chicago, Illinois). He completed his residency in Internal Medicine and his fellowship in Gastroenterology at the Chicago Medical School (North Chicago, Illinois). He has been practicing gastroenterology since 1991.

Carl A.L. Robinson, M.D. attended medical school at Northwestern University Feinberg School of Medicine (Chicago, Illinois). He completed his residency in Internal Medicine at Northwestern Memorial Hospital (Chicago, Illinois) and his fellowship in Gastroenterology at Loma Linda University Medical Center (Loma Linda, California).

He worked as a hospitalist at Evanston Northwestern Healthcare for two years prior to completing his fellowship training and has been practicing Gastroenterology since 2011.

Your Anesthesia Provider: Additionally, this organization utilizes Board Certified credentialed anesthesia providers, with many years of experience and training licensed in the State of Illinois.

The Team: Our team is made up of a combination of physicians, registered nurses and medical assistants who are all dedicated to your care. All nurses are licensed by the state of Illinois. If you have a procedure, you will be greeted by our front desk staff. You will be brought to the procedure area in as timely a fashion as possible and attended to by either an R.N. or medical assistant. The team performing your procedure will include your physician, a nurse anesthetist and a medical assistant who will assist your physician. Following a procedure you

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will return to the recovery room where you will be monitored by an R.N. (possibly with the assistance of a medical assistant) until you have completely recovered and been discharged.

Should you have a problem: Please be advised that if you have a grievance or concern the following mechanism exists: Ask to speak to the medical assistant or nurse who initially saw you or scheduled your procedure. If they are unable to settle the issue, ask to speak with your attending physician. If the issue still remains unresolved, you may request to speak to the Medical Director or the practice manager. If you are unable to resolve your problem through this mechanism, 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 or emailing complaint@jointcommission.org.

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

Play a part in your care: We encourage all patients to be actively involved in their care, so please speak up and ask questions of anyone in this organization.

Additionally, please be advised that this organization does not recognize Do Not Resuscitate orders or Living Wills. While undergoing procedures in the office.

Infection Control: This practice educates staff upon hire and annually thereafter in hand hygiene and we follow the CDC 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 or surgery 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 one 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.