

Patient Bill of Rights/Responsibilities

Patient Rights

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his attending practitioner, the names of all other practitioners directly participating in his care, and the names and functions of other health care personnel having direct contact with the patient.
3. A patient has the right to every consideration of his privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly.
4. A patient has the right to have records pertaining to his medical care treated as confidential except as otherwise provided by law or third party contractual arrangements. Except when required by law, patients are given the opportunity to approve or refuse release of their records.
5. A patient has the right to know what Center rules and regulations apply to his conduct as a patient.
6. A patient has the right to expect emergency procedures to be implemented without unnecessary delay. A patient also has the right to be informed about Center provisions for emergency and after-hours care. A patient has the right to be informed of the Center's policy with regard to advance directives.
7. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed. A patient has the right to receive information regarding the Center's credentialing policies.
8. A patient has the right to full information, in lay terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his behalf to the patient's next of kin or another appropriate person.
9. Except for emergencies, the physician shall obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
10. A patient or, in the event the patient is unable to give informed consent, a legally responsible party, has the right to be advised when a physician is considering the patient as part of a medical care research program or donor program, and the

patient or legally responsible party must give informed consent prior to actual participation in such program. A patient or legally responsible party may, at any time, refuse to continue in any such program to which he has previously given informed consent.

11. A patient has the right to refuse drugs, treatment, or procedures offered by the Center, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient's refusal of drugs, treatment or procedures.
12. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, gender, sexual preference, national origin, source of payment, age, handicap or disability.
13. A patient who does not speak English shall have access, where possible, to an interpreter.
14. The Center shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless the attending physician for medical reasons specifically restricts access.
15. A patient has the right to expect good management techniques to be implemented within the Center considering the effective use of time of the patient and to avoid the personal discomfort of the patient.
16. When medically advisable, a patient may be transferred to another facility. He or his next of kin or other legally responsible representative will be provided with complete information and an explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
17. A patient has the right to examine and receive a detailed explanation of his bill, and to receive information on fees for services received and on Center payment policies.
18. A patient has the right to be informed of his rights at the time of admission.
19. Marketing material does not mislead patients regarding the Center's capabilities or competence.
20. A patient has the right to be informed of procedures for expressing suggestions and policies regarding grievance procedures.
21. A patient has the right to expect that the Center will provide information for continuing health care requirements following discharge and the means for meeting them.

22. A patient has the right to request another provider should one be available at the facility.

Patient Responsibilities

Patients are expected to:

1. Provide accurate and complete information about their present complaints, past medical illnesses, hospitalizations, surgeries, medications, and other matters relating to their health.
2. Tell their health care providers whether they understand the treatment, plan of care, and what is expected of the patient.
3. Help the physicians, nurses and other allied health personnel in their efforts to care for patients by following their instructions and medical orders.
4. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours if required by his/her provider
5. Inform his/her provider about any living will, medical consent or medical power of attorney or other directive that could affect his/her care
6. Accept personal financial responsibility for any charges not covered by his/her insurance
7. Be respectful of all the health care providers and staff as well as other patients
8. Observe the no smoking policy of the Center.
9. Meet all financial obligations incurred for services provided at the Center.

It is always best to make every effort to address patient/visitor complaints internally through discussion, investigation and potential action by/among Center personnel and the patient/visitor. Therefore, in accord with Administrative policy 34], any and all patient/visitor complaints should initially be brought to the attention of Center personnel such as the Medical Director, Board President, or Administrator. If necessary, patients/visitors wishing to register a complaint regarding the Center with the Pennsylvania Department of Health may do so by calling 1-800-254-5164. If you choose to submit your complaint in writing, please send to the following address:

**PA Department of Health Acute and Ambulatory Care Services 625 Forster
Street HNW Bldg Rm 532 Harrisburg, PA 17120-0701**



You can also contact the Medicare office of Ombudsman at their website: www.cms.hhs.gov/center/ombudsman.asp to issue a complaint.

