

## Patient Rights

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1. A patient has the right to respectful care given by competent personnel in a considerate, dignified manner that is safe and free from abuse or harassment.
2. A patient has the right to be given, upon request, 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 consideration of privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall 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 laws, 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. The 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 provision 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. The 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 layman's terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments, expected outcomes 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 other appropriate person.
9. Except for emergencies, the practitioner 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 practitioner 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 a 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 practitioner 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 age, race, color, religion, gender, sexual preference, national origin, handicap, disability or source of payment.
13. A patient has the right to exercise his rights without being subjected to discrimination or reprisal.
14. The patient who does not speak English shall have access, where possible, to an interpreter. Similarly, a patient with auditory or visual handicaps will have alternative communicative assistance available to them.
15. The Center shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless the attending practitioner for medical reasons specifically restricts access.
16. A patient has the right to expect good management techniques to be implemented within the Center considering the effective use of the time of the patient and to avoid the personal discomfort of the patient.
17. 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.

18. The 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.
19. 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.
20. A patient has the right to be informed of his rights (generally) in advance of the date of the procedure by verbal and written notification, except in instances in which quality of care would be compromised.
21. Marketing material does not mislead patients regarding the Center's capabilities or competence.
22. A patient has the right to be informed of procedures for expressing suggestions and policies, to be notified of grievance procedures, and to voice grievances regarding treatment or care that is or fails to be furnished.
23. A patient has the right to receive care in a safe setting that is free from all forms of abuse or harassment.
24. A patient has the right to change his provider if other qualified providers are available.
25. A patient has the right to exercise his rights without being subjected to discrimination or reprisal.
26. A patient has the right to have the person appointed under Commonwealth law to act on the patient's behalf and exercise the patient's rights if the patient is adjudged incompetent by a court of proper jurisdiction.

### **Patients' Responsibilities**

In addition to these rights, a patient has certain responsibilities that are presented to the patient in the spirit of mutual trust and respect. Patient responsibilities require the patient to:

1. Provide complete and accurate information to the best of his ability about his health, present complaints, hospitalizations, surgeries, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
2. Inform his provider about any living will, medical power of attorney, or other directive that could affect his care.
3. Make it known whether he clearly understands the course of his medical treatment and what is expected of him.
4. Follow the treatment plan prescribed by his provider.
5. Keep appointments and notify the Center when unable to do so.
6. Provide a responsible adult to transport/accompany him home from the Center and remain with him for 24 hours after care at the Center.
7. Accept responsibility for his actions should he refuse treatment or not follow his physician's orders.
8. Accept financial responsibility for any changes not covered by his insurance.
9. Follow the Center's policies and procedures.
10. Be respectful of all health care providers and staff, as well as other patients.

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 408, any and all patient/visitor complaints should initially be brought to the attention of Center personnel such as the Co-Medical Directors, Director of Nursing or Administrator.

If necessary, patients wishing to register a complaint regarding the Center with the Pennsylvania Department of Health may do so by calling 1-717-783-8980, or in writing to: Director, Division of Acute and Ambulatory Care, Room 532, Health and Welfare Building, Harrisburg, PA 17120-0090.

If necessary, Medicare beneficiaries may contact the Medicare Ombudsman about the Center at:

[www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)

Presentation of a complaint will not compromise care.