

## PATIENT'S STATEMENT OF RIGHTS AND RESPONSIBILITIES

The staff of this health care facility recognizes you have rights while a patient receiving medical care. In return, there are responsibilities for certain behavior on your part as the patient. This statement of rights and responsibilities is posted in our facility in at least one location that is used by all patients.

Your rights and responsibilities include:

A patient, patient representative or surrogate has the right to

- Receive information about rights, patient conduct and responsibilities in a language and manner the patient, patient representative or surrogate can understand.
- Respectful care given by competent personnel and be treated with consideration and dignity.
- Be given, upon request, the name of his attending practitioner, the names of all other parties directly participating in his care and the names and functions of other healthcare persons having direct contact with the patient.
- Consideration of privacy concerning his own medical care program. Case discussion, consultation, examination, diagnosis and treatment are considered confidential and shall be conducted discreetly. Be given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons
- Have records pertaining to his medical care treated as confidential except as otherwise provided by law or third party contractual arrangements. A patient has the right to be given the opportunity to approve or refuse record release except when release is required by law
- Know what ASF rules and regulations apply to his conduct as a patient.
- Expect emergency procedures to be implemented without unnecessary delay.
- Good quality care and high professional standards that are continually maintained and reviewed.
- Full information in layman's 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 responsible person.
- Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of the procedure. Informed consent is defined in section 103 of the Health Care Services Malpractice Act (40 P.S. § 1301.103)
- A patient, or if the patient is unable to give informed consent, a responsible person, 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 responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue to participate in a program to which he has previously given informed consent.
- Refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- Medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment
- Exercise his rights without being subject to discrimination or reprisal
- The patient who does not speak English shall have access, where possible, to an interpreter.

- The ASF shall provide to the patient, or their designee, upon request, access to information contained in his medical records, unless access is specifically restricted by the attending physician for medical reasons.
- The patient has the right to expect good management techniques to be implemented within the ASF. These techniques shall make effective use of the time of the patient and avoid personal discomfort of the patient.
- When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
- Examine and receive a detailed, clear, understandable explanation of his itemized bill. The patient shall receive, upon request, prior to treatment, a reasonable estimate of charges for medical care and know upon request and prior treatment, whether the facility accepts Medicare assignment rate.
- Expect that the ASF will provide information of continuing health care requirements following discharge and the means of meeting them.
- Be informed of his rights at the time of admission.
- Receive care in a safe setting.
- Be free from all forms of abuse, neglect or harassment.
- Voice complaints and grievances, without reprisal.
- Exercise of rights and respect for property and persons, including the right to
  - Voice grievances regarding treatment or care that is (or fails to be) furnished.
  - Be fully informed about a treatment or procedure and the expected outcome before it is performed.
  - Have a person appointed under State law to act on the patient's behalf if the patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction. If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law..
- Have the right to change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- A prompt and reasonable response to questions and requests.
- Formulate advance directives and to appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law and provide a copy to the facility for placement in his/her medical record.
- Know the facility policy on advance directives.
- Be informed of the names of physicians who have ownership in the facility.
- Have properly credentialed and qualified healthcare professionals providing patient care.

A patient, patient representative or surrogate is responsible for

- Providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, unless specifically exempted from this responsibility by his/her provider.
- Reading and understand all permits and/or consents they sign. If patient does not understand, it is the patient's responsibility to ask the nurse or physician for clarification.
- Providing to the best of his or her knowledge, accurate and complete information about his/her health, present complaints, past illnesses, hospitalizations, any medications, including over-the-counter products and dietary supplements, any allergies or sensitivities, and other matters relating to his or her health.
- Carefully reading and following the pre-operative instructions their physician and/or Physicians Surgical

Center.

- Accepting personal financial responsibility for any charges not covered by his/her insurance. In the event of a minor – it is their guardian who will accept this responsibility.
- Following the treatment plan recommended by his health care provider. Including carefully reading and following the post-operative instructions received from physician(s) and or nurse(s). This includes post-operative appointments.
- Be respectful of all the health providers and staff, as well as other patients.
- Providing a copy of information that you desire us to know about a durable power of attorney, health care surrogate, or other advance directive.
- His/her actions if he/she refuses treatment or does not follow the health care provider's instructions.
- Reporting unexpected changes, or complications in his or her condition to the health care provider.
- Reporting to his health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- Keeping appointments.
- Notifying the Administrator, Nurse Manager, Patient Safety Office or their designee at Physicians Surgical Center if they feel any rights have been violated, has a significant complaint or grievance, or suggestions to improve services or quality of care. This can be accomplished by direct contact – or completing the optional information on the patient questionnaire.

### COMPLAINTS

Please contact us if you have a question or concern about your rights or responsibilities. You can ask any of our staff to help you contact the Administrative Director, Jessica Gingrich at the surgery center. Or, you can call 717-272-0007

We want to provide you with excellent service, including answering your questions and responding to your concerns.

You may also choose to contact the licensing agency of the state,  
Pennsylvania Department of Health  
Division of Acute and Ambulatory Surgery Care  
Room 526 Health and Welfare Building  
625 Forster Street  
Harrisburg, PA 1720-0701  
1-877-724-3258

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman at 1-800-MEDICARE (1-800-633-4227); TTY 1-877-486-2048 or on line at <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>. The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help needed to understand your Medicare options and to apply your Medicare rights and protections.