

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

RIGHTS:

- 1) A patient has the right to respectful care given by competent personnel.
- 2) A patient has the right to, upon request, to be given the name of his/her attending practitioner, the names of all other practitioners directly participating in his/her care and the names of other health care persons having direct contact with the patient.
- 3) A patient has the right to consideration of privacy concerning his own medical care program. Care 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/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangement.
- 5) The patient has the right to know what Ambulatory Surgical Facility 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.
- 7) The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- 8) The patient has the right to full information in layman's terms, concerning diagnosis, treatment and prognosis, including information about alternative treatment and possible complications. When it is not medically advisable to give information to the patient, the information shall be given on his behalf to the responsible person.
- 9) 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.
- 10) 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 a part of a medical care research program or donor program, and the patient, or the responsible person, shall give informed consent to actual participation in the program. A patient, or responsive person, may refuse to continue in a program to which he has previously given informed consent.
- 11) A patient has the right to 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.
- 12) A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, and handicap, disability or source of payment.
- 13) The patient who does not speak English shall have access, where possible, to an interpreter.
- 14) The Ambulatory Surgical Facility shall provide the patient, or patient designee, upon request, access to the information contained in his/her medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
- 15) The patient has the right to expect good management techniques to be implemented within the Ambulatory Surgical Facility. These techniques shall make effective use of time of the patient and avoid the personal discomfort of the patient.
- 16) 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.

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- 17) The patient has the right to examine and receive a detailed explanation of the bill.
- 18) A patient has the right to expect that the Ambulatory Surgical Facility will provide information for continuing healthcare requirements following discharge and the means for meeting them.
- 19) A patient has the right to be informed of his/her rights at the time of admission.

Resources:

Centers for Medicare & Medicaid- www.cms.hhs.gov/center/ombudsman.asp

Pennsylvania Department of Health- 1-800-254-5164

RESPONSIBILITIES:

AS A PATIENT, YOU ARE RESPONSIBLE FOR:

- Providing, to the best of your knowledge, accurate and complete information about your present health status and past medical history and reporting any unexpected changes to the appropriate physician.
- Following the treatment plan recommended by the primary physician involved in your case.
- Providing an adult to transport you home after surgery and an adult to be responsible for you at home for the first 24 hours after surgery.
- Indicating whether you clearly understand a contemplated course of action and what is expected of you and to ask questions when you need further information.
- Your action if you refuse treatment. Leave the facility against the advice of the physician, and/or do not follow the physician's instructions relating to your care.
- Ensuring that the financial obligations of your healthcare are fulfilled as expediently as possible.
- Providing information about and/or copies of any living will. Power of attorney or other directive that you desire us to know about.

COMPLAINTS OR GRIEVANCES:

- 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, any and all patient/visitor complaints should initially be brought to the attention of the Center personnel such as the Medical Director or Clinical Manager. If necessary, patients/visitors wishing to register a complaint regarding the Center may do so by calling or writing:

Pennsylvania Department of Health
Division of Acute and Ambulatory Care
7th Forster Street
Room 532 Health and Welfare Building
Harrisburg, PA 17120
1-800-254-5164

Medicare Beneficiary Ombudsman
1-800-MEDICARE (1-800-633-4227)
TTY users should call 1-877-486-2048
www.medicare.gov/Ombudsman/resources.asp

OWNERSHIP:

I am aware that Drs. Bierhoff, Grossman, Leib, Mayer, and Zonshayn have a financial and ownership interest in Grant Surgicenter. I acknowledge that I have selected Grant Surgicenter at which to have the procedure performed after considering both my physicians' financial in Grant Surgicenter and my ability to have the procedure performed at a different facility.