

PATIENT RIGHTS

THE PATIENT has the right to respectful care given by competent personnel.

THE PATIENT has the right, 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 and functions of other health care persons having direct contact with the patient.

THE PATIENT has the right to consideration of privacy concerning his/her own medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. Those not directly involved in his/her care must have the permission of the patient to be present.

THE 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 arrangements.

THE PATIENT has the right to know our facility rules and regulations and how they apply to his/her conduct as a patient. THE PATIENT has the right to

expect emergency procedures to be implemented without unnecessary delay.

THE PATIENT has the right to good quality care and high professional standards that are continually maintained and reviewed.

THE PATIENT has the right to 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/her behalf to the responsible person.

THE PATIENT has the right to receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in an Emergency.

THE 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 responsible person, shall give informed consent prior to actual participation

in the program. A patient or responsible person, may refuse to continue in a program to which he has previously given informed consent.

THE PATIENT has the right to refuse drugs or procedures, to the extent permitted by the statute, and A practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.

THE PATIENT has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability or source of payment.

THE PATIENT who does not speak English shall have access, where possible, to an interpreter.

THE PATIENT, or patient designee, upon request, has the right to access information contained in his/her medical records, unless access is specifically restricted by the attending practitioner 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 the personal discomfort of the patient.

THE PATIENT has the right to be transferred to another facility when an emergency occurs. The responsible person and the institution shall be notified prior to the patient's transfer.

THE PATIENT has the right to examine and receive a detailed explanation of his/her bill, regardless of source payment.

THE PATIENT has the right to expect that the ASF will provide information for continuing health care requirements following discharge and the means for meeting them.

THE PATIENT has the right to be informed of his/her rights at the time of admission.

THE PATIENT has the right to exercise his or her rights without being subjected to discrimination or reprisal.

THE PATIENT has the right to voice grievances regarding treatment or care that is (or fails to be) furnished.

PATIENT RESPONSIBILITIES

It is the patient's responsibility to provide accurate and complete information about current and past health conditions, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.

It is the patient's responsibility to fully participate in decisions involving his/her own health care and to accept the consequences of these decisions if complications occur.

The patient is expected to follow up on his/her doctor's instructions, take medications as prescribed, and ask questions concerning his/her own health care as he/she feels necessary.

It is the responsibility of the patient to inform his/her provider about any living will, medical power of attorney or other directive that could affect his/her care.

It is the patient's responsibility to provide personnel with any necessary insurance and financial information and accept any personal financial responsibility for any charges not covered by his/her insurance.

It is the patient's responsibility to be considerate of other patient's, healthcare providers and staff of the center.

No catalog of rights can guarantee the patient the kind of treatment he/she has a right to expect. This facility has many functions to perform, including the prevention and treatment of disease, the education of both health professionals and patients. All these activities must be conducted with an overriding concern for the patient, and, above all, the recognition of his dignity as a human being. Success in achieving this recognition assures success in the defense of the rights of the patient.

Report of complaints can be made to:

PA Department of Health
H & W Building, Room 532
625 Forster Street
Harrisburg, PA 17120
1-800-254-5164

OR

Office of the Medicare Beneficiary Ombudsman
<http://www.cms.hhs.gov/center/ombudsman.asp>