

# PATIENT RIGHTS & RESPONSIBILITIES

## OUTPATIENT SURGERY

### JANUARY 2009

Being a good patient does not mean being a silent one. If you have questions, problems, safety concerns or unmet needs, please let us know. If you would like further clarification of these "Patient Rights and Responsibilities" as they pertain to you, or would like more information regarding our complaint and/or grievance process please contact the applicable facility as listed below:

**Geisinger Medical Center Outpatient Surgery–Woodbine Lane** ..... 570.214.9800

If dialing from within Geisinger Medical Center or Geisinger Medical Center Outpatient Surgery Woodbine Lane, call 49800.

**Geisinger Wyoming Valley Medical Center Outpatient Surgery–Route 315** ..... 570.821.2830

**Geisinger Endoscopy and Surgery Centre at Geisinger Medical Group, Scenery Park** ..... 814.231.4572

## 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 persons 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 all records pertaining to his medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
5. A patient has the right to know what ASF<sup>1</sup> 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 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.
9. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure. Informed consent is defined in section 103 of the Health Care Services Malpractice Act (40 P. S. § 1301.103).
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 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.
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, handicap, disability or source of payment.
13. The patient who does not speak English shall have access, where possible, to an interpreter.
14. The ASF shall provide the patient, or patient designee, upon request, access to the information contained in his 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 ASF. These techniques shall make effective use of the 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.
  17. The patient has the right to examine and receive a detailed explanation of his bill.
  18. A 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.
  19. A patient has the right to be informed of his rights at the time of admission.
  20. A patient cannot be denied the right of access to an individual or agency who is authorized to act on his behalf to assert or protect the rights set out in this section.
  21. A patient has the right to participate in the development and implementation of his or her plan of care.
  22. A patient or his or her representative (as allowed under Pennsylvania law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment, in accord with applicable law and regulation. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
  23. A patient has the right to formulate advance directives and, if transferred to a hospital, to request that the hospital staff and practitioners who provide care in the hospital comply with these directives in accord with federal regulation.
  24. A patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her transfer to a hospital.
  25. A patient or his or her representative (as allowed under Pennsylvania law) has the right to information on infection control practices, including hand washing, respiratory (cough) hygiene and contact (isolation) safety measures.
  26. A patient has the right to receive care in a safe setting.
  27. A patient has the right to access information contained in his or her clinical records within a reasonable time frame, in accord with applicable law or regulation.
  28. A patient has the right to be informed of unanticipated outcomes during his or her care.
  29. A patient has the right to be free from seclusion and restraints of any form for behavioral management imposed as a means of coercion, discipline, convenience or retaliation by staff.
  30. A patient has the right to prompt resolution of complaints and/or grievances from either the patient and his or her family.
  31. A patient has the right to an environment that preserves dignity and contributes to a positive self-image.
  32. A patient has the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation, or harassment.
  33. A patient has the right to access protective and advocacy services.
  34. A patient has the right and need for effective communication.
  35. A patient has the right to appropriate assessment and management of pain.
  36. A patient has a right to have his or her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
  37. A patient has the right to access, request amendment to, and receive an accounting of disclosures regarding his or her own protected health information as permitted under applicable law.
  38. A patient has the right, without recrimination, to voice complaints regarding his or her care, to have those complaints reviewed, and, when possible, resolved.
  39. A patient's medical record is used only for the purposes of treatment, payment and healthcare operations except as otherwise required or permitted by applicable law, rule or regulation. A patient is entitled to access information in the

medical record, following applicable procedures, unless such access to the medical record is restricted by the doctor for medical reasons or is prohibited by law. Patient records will only be used or disclosed as referenced in the applicable Notice of Privacy Practices.

40. The privacy of a patient's protected health information will be maintained as required by law. A patient has the right to receive the applicable Notice of Privacy Practices brochure indicating the applicable privacy practices with respect to a patient's protected health information on a patient's first contact on or after April 14, 2003 and when such brochure is materially changed. To receive a copy, please contact any of our employees.

You, or a representative of your choice, also have the right to speak to any state survey agency, without interference. The contact information is as follows:

Pennsylvania Department of Health  
Acute and Ambulatory Care Services  
Health and Welfare Building  
Room 532  
Harrisburg, PA 17120-0090  
800.254.5164

or, if you feel that your concern was not resolved through the applicable complaint and/or grievance process, you, or a representative of your choice may contact the Office of Quality Monitoring of the Joint Commission by either calling 1.800.994.6610 or sending an e-mail to [complaint@jointcommission.org](mailto:complaint@jointcommission.org) or visiting [www.jointcommission.org](http://www.jointcommission.org).

## PATIENT RESPONSIBILITIES

A patient has the responsibility to...

- Provide information about present and past illnesses, hospitalizations, medications and other matters relating to your health history.
- Have members of your family authorized to review your treatment, if you are unable to communicate with doctors or nurses.
- Formulate an advanced directive and appoint a surrogate to make healthcare decisions on your behalf, to the extent permitted by the law.
- Ask questions if you do not understand directions or procedures.
- Help your doctor, nurse, and healthcare support staff in their efforts to care for you by following their instructions and medical orders.
- Report safety concerns immediately to your doctor, nurse, or any healthcare support staff.
- Ask for pain relief when pain first begins and tell your doctor or nurse if your pain is not relieved.
- Avoid drugs, alcoholic beverages or toxic substances, which have not been administered by your doctor.
- Accept medical consequences if you do not follow the care, service, or treatment plan provided to you.
- Help control noise and the number of visitors in your room (or exam room, if you are an outpatient).
- Respect the property of other people and of the applicable ASF.
- Use the call light provided for your safety.
- Be considerate of other patients.
- Sign a written acknowledgement that you have received the applicable Notice of Privacy Practices.
- Provide accurate information needed for processing your insurance coverage.
- Be responsible for payment of all services, either through your third party payers (insurance company) or by personally making payment for any service that are not covered by your insurance policy(s) including second opinions or consultations.
- Be respectful and considerate of other patients and the ASF staff.
- Follow policies and procedures set forth by the ASF.

<sup>1</sup>ASF means Ambulatory Surgery Facility. This brochure is applicable to Geisinger Medical Center Outpatient Surgery–Woodbine Lane and Geisinger Wyoming Valley Medical Center Outpatient Surgery–Rt. 315, Geisinger Endoscopy Center, ASFs licensed by the Department of Health.

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REDEFINING BOUNDARIES<sup>®</sup>

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