Patient rights & responsibilities
Outpatient Surgery (ambulatory surgery facility)

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

Geisinger Medical Center Outpatient Surgery – Woodbine
570-214-9800

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

Patient rights

1. A patient has the right to be treated with respect and dignity.
2. A patient has the right, upon request, to be given a list of all the individuals and organizations who are providing care to the patient.
3. A patient has the right to be informed of his or her diagnosis, treatment and prognosis, and reviewed.
4. A patient has the right to have all records pertaining to his or her medical care treated as confidential except as otherwise provided by law.
5. A patient has the right to know what ambulatory surgery facility (ASF) rules and regulations apply to his or her care.
6. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
8. A 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 or her behalf to the responsible party.
9. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure or treatment that is to be performed in an ASF or is otherwise covered by the ASF.
10. A patient or, if the patient is unable to give informed consent, a responsible person shall give informed consent prior to actual participation in the program. A patient or responsible person may refuses to continue in a program to which he or she 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 refusal of drugs or procedures.
12. As a patient, you or your legally responsible party have the right to receive care without discrimination due to age, sex, race, color, religion, sexual orientation, income, education, national origin, ancestry, marital status, country of birth, language, disability, gender identity or expression.
13. A patient has the right to be communicated to by the preferred language. A patient who does not speak English should have access to a qualified, certified interpreter.
14. Upon request, the ASF shall provide the patient or patient designee access to the information contained in his or her medical record, unless access is specifically restricted by the attending practitioner for medical reasons.
15. A patient has the right to receive care in a safe setting.
16. A patient has the right to be treated with respect and dignity.
17. A patient has the right to be informed of his or her rights at the time of admission.
18. A patient has the right to receive his or her representative (as allowed under Pennsylvania law) has the right to make informed decisions regarding his or her care. The patient’s representative shall be informed of his or her health status, being involved or participating in the development and implementation of his or her plan of care and treatment, and being able to request or refuse treatment in accordance 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.
19. A patient has the right to change providers if other qualified providers are available.
20. 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.
21. A patient cannot be denied the right to access an individual or agency who is authorized to act on his or her behalf to assert or protect the rights set out in this section.
22. 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.
23. A patient or his or her representative (as allowed under Pennsylvania law) has the right to information on effective care practices, including handwashing, respiratory (cough) hygiene and contact (isolation) practices, to be implemented without unnecessary delay.
24. A patient has the right to be informed of unanticipated outcomes during his or her care.
25. A patient has the right to be free from seclusion and restraints of any kind, as may be necessary, and any behavioral management imposed as a means of coercion, discipline, convenience or retaliation by staff.
26. A patient has the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation, or harassment.
27. A patient has the right to access protective and advocacy services.
28. A patient has the right, without recrimination, to voice complaints and have those complaints reviewed, and, when possible, resolved.
29. A patient has the right to prompt resolution of complaints and/or grievances from either the patient or his or her family.
30. A patient has the right to effective communication from healthcare personnel in a manner that meets his or her specific needs and is communicated in a language that he or she understands.
31. A patient has the right to appropriate assessment and management of pain.
32. A patient has the right to have his or her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
33. A patient has the right to access records to disclosures regarding his or her own protected health information as authorized by law.
34. A patient has the right to receive care in a safe setting.
35. A patient has the right to an environment that preserves dignity and contributes to a positive self-image.
36. A patient’s medical record is used only for the purposes of treatment, payment and healthcare operations except as otherwise permitted by applicable law, rule or regulation. A patient is entitled to access information in the medical record, following applicable federal and within a reasonable time frame, unless such access to the medical record is restricted by further state his or her own medical reasons or prohibited by law. Patient records will only be used or disclosed as referenced in the applicable Notice of Privacy Practices.
37. The privacy of a patient’s protected health information will be maintained as required by law. A patient has the right to receive an explanation of the Privacy Practices brochure indicating the applicable privacy policies and practices and the patient, or the patient’s designated representative, protected health information on a patient’s first contact on or after April 14, 2003, and when such brochure is materially changed. The rev a copy, contact any of our employees.
38. A patient has the right to give or withhold information consent to produce or use recordings, films or other images of the patient for purposes other than his or her care.
39. A patient has the right to decide if he or she wants visitors. The ASF may need to limit visitors to better care for you or other patients.
40. A patient has the right to designate visitors who may not be legally related by marriage or blood. A patient has the right to request limits on visitors.
41. A patient or his or her representative (as allowed by Pennsylvania law) who may determine who can visit if the patient becomes incapacitated.
42. You, or a representative of your choice, also have the right to speak to any state agency survey, without interference. These interactions are conducted by the Pennsylvania Department of Health or Geisinger Medical Center.
43. You, or a representative of your choice, may contact the Department of Health or Geisinger Medical Center.

Patient responsibilities

As a patient, you have 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 advance directive and appoint a surrogate to make healthcare decisions on your behalf.
• Report safety concerns immediately to your doctor, nurse or any healthcare support staff.
• Be considerate of other patients.
• Be responsible for payment of all services, either for yourself or for any service that are not covered by your insurance policy(s) including second opinions or any service that are not covered by your insurance policy(s) including second opinions.
• Avoid drugs, alcoholic beverages or toxic substances that 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.
• Respect the property of other people and of the hospital.
• Use the call light provided for your safety.
• 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 personally making payment for any service that are not covered by your insurance policy(s) including second opinions or any service that are not covered by your insurance policy(s) including second opinions.
• Be respectful and considerate of other patients and ASF staff.
• Follow policies and procedures set forth by the ASF.

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