Patient rights & responsibilities

Outpatient Surgery (ambulatory surgery facility)

Patient rights

1. A patient has the right to respect to be given by care given by healthcare persons having direct contact with the patient.

2. A patient has the right, upon request, to be given the name of his or her attending practitioner, the names of all other healthcare persons directly participating in his or her care and the names and functions of other healthcare persons having direct contact with the patient.

3. A patient has the right to consideration of privacy concerning his or her medical care program, Case discussion, examination and treatment are considered confidential and shall be conducted discreetly.

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 or third-party contractual arrangements.

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, including 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 person.

9. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure, treatment or use of pharmaceuticals. Informed consent is defined in section 480 of the Health Care Services Malpractice Act (40 P. S. § 10312).

10. A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised of the medical consequences of his or her refusal of drugs or procedures.

11. A patient or his or her representative (as allowed under Pennsylvania law) has the right to information on effective control practices, including handling of respiratory (cough) hygiene and contact (isolation) safety measures.

12. A patient has the right to be informed of unanticipated outcomes during his or her care.

13. 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.

14. A patient has the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation, or harassment.

15. A patient has the right to access protective and advocacy services.

16. A patient has the right, without recrimination, to voice complaints regarding his or her care, to have those complaints reviewed, and, when possible, resolved.

17. A patient has the right to prompt resolution of complaints and grievances from either the patient or his or her family.

18. A patient has the right to effective communication from healthcare personnel in a manner that meets his or her special needs, including information about alternative treatments deemed medically unnecessary or inappropriate.

19. A patient has the right to request limits on visitors.

20. A patient has the right to request to speak to any state agency without interference. The contact information is as follows:

   Divison of Acute and Ambulatory Care Pennsylvania Department of Health
   625 Forster St.
   Health and Welfare Building
   Room 532
   Harrisburg, PA 17120-0701
   Phone: 800-254-5164
   Fax: 717-793-8980
   DOH Website: portal.state.pa.us/portal/server.pt or
   Office of the Medicare Beneficiary Ombudsman Website: medicare.gov/claims-and-appeals/medicare-rights-dyn/migeobudstn.html

Patient responsibilities

As a patient, you have the responsibility to:

• Provide information about present and past illnesses, hospitalizations, medical and other matters relating to your health history.

• Have members of your family authorized to review your medical record.

• Help your doctor, nurse and healthcare support staff to avoid the personal discomfort of the patient.

• Respect the property of other people and of the ASF.

• Be considerate of other patients.

• Follow policies and procedures set forth by the ASF.

• Be respectful and considerate of other patients and their families.

• Accept medical consequences if you do not follow the instructions, instructions and medical orders.

• Report safety concerns immediately to your doctor, nurse or any healthcare support staff.

• Report if pain is not adequately controlled so the medication regimen can be changed to meet your needs.

• Avoid drugs, alcohol or any 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 privacy 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 paying treatment 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 of the ASF.

• Follow policies and procedures set forth by the ASF.

1ASF means the ambulatory surgery facilities listed on the front of this brochure. ASFs are licensed by the Department of Health.