Patient rights

1. A patient has the right to respectful care given by an individual or agency who is authorized to act on his or her behalf.

2. A patient has the right, upon request, to be given the names of other persons having direct contact with the patient.

3. A patient has the right to be informed of his or her rights as they pertain to the patient or his or her representative.

4. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.

5. A patient has the right to have his or her preferred language. A patient who does not speak English should have access to a qualified interpreter.

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

7. A patient has the right to request a discharge planning evaluation.

8. A patient has the right to request a copy of the hospital’s patient safety event, our contact information is listed below.

9. A patient has the right to send your patient safety event, our contact information is listed below.

10. 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 informed consent is defined in section 103 of the Health Care Services Malpractice Act (40 P. S. § 1301.103).

11. A patient has the right to information is listed below.

12. A patient has the right to request a transfer of records.

13. A patient has the right to a reasonable time frame, unless such access to the medical records will only be used or disclosed as referenced in the patient's refusal of drugs, treatments or procedures.

14. A patient has a right to have his or her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.

15. A patient has the right to have his or her care, service or treatment plan provided to you.

16. A patient has the right to request a copy, contact any of our employees.

17. A patient has the right to review and understand his or her medical records, unless access is specifically restricted by the attending practitioner.

18. A patient has the right to a detailed explanation of his or her bill.

19. A patient has the right to receive a statement of the charges for services rendered.

20. A patient or his or her representative has the right to request a discharge planning evaluation.

21. A patient has the right to be informed of all the healthcare facility will provide a mechanism whereby he or she is informed of his or her continuous healthcare requirements following discharge and the means for meeting them.

22. A patient or his or her representative is defined in section 103 of the Health Care Services Malpractice Act (40 P. S. § 1301.103).

23. A patient has the right to have his or her family or other legally responsible representative of his or her care or hospitalization.

24. 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 informed consent is defined in section 103 of the Health Care Services Malpractice Act (40 P. S. § 1301.103).

25. A patient has the right to receive a copy, contact any of our employees.

26. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and own expense.

27. A patient has the right to request a copy, contact any of our employees.

28. A patient cannot be denied the right of access to an individual or legal representative to the extent permitted by law or third-party contractual arrangements.

29. A patient has the right to request a copy of his or her medical record, following applicable procedures and within a reasonable time frame, unless such access to the medical record is restricted by the practitioner for medical reasons or is prohibited by law. Patient records will only be used or disclosed as referenced in our Notice of Privacy Practices.

30. A patient has the right to refuse treatment, in accord with applicable law and regulation.

31. A patient has the right to request a copy of his or her medical record, following applicable procedures and within a reasonable time frame, unless such access to the medical record is restricted by the practitioner for medical reasons or is prohibited by law. Patient records will only be used or disclosed as referenced in our Notice of Privacy Practices.

32. A patient has the right to request a copy, contact any of our employees.

33. A patient has the right to request a copy, contact any of our employees.

34. A patient has the right to be free from mental, physical, sexual and verbal abuse; neglect; and physical, sexual and verbal abuse.

35. A patient has the right to access to a patient’s first contact on or after April 14, 2003, and a copy of the Practice brochure indicating privacy practices with applicable law.

36. A patient has the right to respect the property of other people and the applicable facility.

37. A patient has the right to receive a statement of the charges for services rendered.

38. A patient has the right to appropriate assessment and care to the extent permitted by applicable law.

39. A patient has a right to have his or her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.

40. A patient has the right to a reasonable time frame, unless such access to the medical record is restricted by the practitioner for medical reasons or is prohibited by law. Patient records will only be used or disclosed as referenced in our Notice of Privacy Practices.

41. A patient has the right to receive a copy, contact any of our employees.

42. A patient has the right to review and understand his or her medical records, unless access is specifically restricted by the attending practitioner.

43. A patient has the right to expect mental, physical, sexual and verbal abuse; neglect; and physical, sexual and verbal abuse.

44. The privacy of a patient’s protected health information will be maintained as required by law. A patient has the right to request a copy of the applicable Notice of Privacy Practice Practice brochure indicating privacy practices with applicable law.

45. A patient has the right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his or her care.

46. A patient has the right to receive a statement of the charges for services rendered.

47. A patient has the right to refuse treatment, in accord with applicable law and regulation.

48. A patient has the right to designate his or her representative (as allowed by Pennsylvania law) who may determine who can visit the patient if the patient becomes incapacitated.

49. The hospital will not deny visitation privileges based on race, religion, ethnicity, language, gender, gender identity or expression, sex, sexual orientation, socioeconomic status, physical or mental ability or disability.

Patient responsibilities

1. As a patient, you have the responsibility to: Provide information about present illness, hospitalizations, medications and other matters relating to your health history.

2. Have members of your family authorized to review your treatment, if you are unable to communicate with doctors or nurses.

3. Formulate an advanced directive and appoint a surrogate to make healthcare decisions on your behalf, to the extent permitted by the law.

4. Ask questions if you do not understand directions or requests.

5. Help your doctor, nurse, and healthcare staff in their efforts to care for you by following their instructions and medical orders.

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

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

8. Avoid drugs, alcoholic beverages or toxic substances while you are being administered by your doctor.

9. Accept medical consents if you do not follow the care, service or treatment plan provided to you.

10. Help control your illness or injury by following the directions of the hospital and applicable facility.

11. Use the call light provided for your safety.

12. Be respectful and considerate of other patients and Geisinger staff.

13. Sign a written acknowledgement that you have received the applicable Notice of Privacy Practices.

14. Provide accurate information needed for processing your insurance coverage.

15. Be responsible for payment of all services, either through your third-party payers (insurance company) or by personally making payment for services not covered by your insurance policy(s) including second opinions or consultations.

16. Follow policies and procedures set forth by the applicable facility.

17. Advise Geisinger staff at any time you wish to request limits on visitors during your stay.

18. You or a representative of your choice also have the right to speak to any state survey agency without interference.

19. The complaints and grievances process.


Office of the Medicare Beneficiary Ombudsman Website: medicare.gov/claims-and-appeals/ medicare-rights/gethelp/ombudsman.html

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