

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 OTHER PRACTITIONERS DIRECTLY PARTICIPATING IN HIS CARE, AND THE NAMES AND FUNCTIONS OF OTHER HEALTH CARE PERSONS HAVING DIRECT PATIENT 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 RECORDS PERTAINING TO HIS MEDICAL CARE TREATED AS CONFIDENTIAL EXCEPT OTHERWISE PROVIDED BY THE LAW OR THIRD PARTY CONTRACTUAL ARRANGEMENTS
5. A PATIENT HAS THE RIGHT TO KNOW WHAT ASF RULES AND REGULATIONS APPLY TO HIS CONDUCT AS 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 COMPLICATION. WHEN IT IS NOT MEDICALLY ADVISABLE TO THE GIVE THE INFORMATION TO THE PATIENT, THE INFORMATION SHALL BE GIVEN ON HIS BEHALF, TO A RESPONSIBLE PERSON
9. EXCEPT FOR EMERGENCIES, THE PRACTITIONER SHALL OBTAIN THE NECESSARY INFORMED CONSENT PRIOR TO THE START OF PROCEDURE
10. A PATIENT, OR IF THE PATIENT IS UNABLE TO GIVE INFORMED CONSENT, A RESPONSIBLE PERSON, HAS THE RIGHT TO BE ADVISED WHEN THE PRACTITIONER IS CONSIDERING THE PATIENT AS PART OF THE MEDICAL CARE RESEARCH PROGRAM OR DONE PROGRAM, AND THE PATIENT OR RESPONSIBLE PERSON, SHALL GIVE INFORMED CONSENT PRIOR TO ACTUAL PARTICIPATION IN A PROGRAM WHICH HAS PREVIOUSLY GIVEN INFORMED CONSENT
11. A PATIENT HAS THE RIGHT TO REFUSE DRUGS OR PROECEDURES, 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 DISCRIMINATEION 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 FOR THE PATIENT
16. WHEN AN EMERGENCY OCCURS AND A PATIENT IS TRANSFERRED TO ANOTHER FACILITY, THE RESPONSIBLE PERSON 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

PATIENTS HAVE THE RIGHT TO FAIR AND EFFICIENT PROCESS FOR RESOLVING DIFFERENCES WITH THEIR HEALTH PLANS, HEALTHCARE PROVIDERS, AND THE INSTITUTIONS THAT SERVE THEM. PLEASE ADDRESS COMPLAINTS TO:

Pennsylvania Department of Health
Health & Welfare Building
8th Floor West
625 Forster Street
Harrisburg, PA 17120

Contact Info:

Medicare Ombudsman website – www.medicare.gov/Ombudsman/resources.asp

Medicare: www.medicare.gov or call, 1-800-MEDICARE (1-800-633-4227)