

TRI COUNTY SURGERY CENTER

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

RIGHTS:

- ❖ A patient has the right to respectful care given by competent personnel.
- ❖ A patient has the right, upon request, to be given the name of his/her attending practitioner, the names of all other practitioners directly participating in his/her care, and the names and functions of other health care personnel having direct contact with the patient.
- ❖ A patient has the right to every consideration of his/her privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly.
- ❖ A patient has the right to have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements. Except when required by law, patients are given the opportunity to approve or refuse release of their records.
- ❖ A patient has the right to know what Center rules and regulations apply to his/her conduct as a patient.
- ❖ A patient has the right to expect emergency procedures to be implemented without unnecessary delay. A patient also has the right to be informed about Center provisions for emergency and after hours care. A patient has the right to be informed of the Center's policy with regard to advance directives.
- ❖ A patient has the right to quality care and high professional standards that are continually maintained and reviewed. A patient has the right to receive information regarding the Center's credentialing policies.
- ❖ A patient has the right to full information, in lay terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments, expected outcomes and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his/her behalf to the patient's next of kin or other appropriate person.
- ❖ Except for emergencies, the physician shall obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
- ❖ A patient or, in the event the patient is unable to give informed consent, a legally responsible party, has the right to be advised when a physician is considering the patient as part of a medical care research program or donor program, and the patient or legally responsible party must give informed consent prior to actual participation in such program. A patient or legally responsible party may, at any time, refuse to continue in any such program to which he/she has previously given informed consent.
- ❖ A patient has the right to refuse drugs, treatment, or procedures offered by the Center, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient's refusal of drugs, treatment or procedures.
- ❖ A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, gender, sexual preference, national origin, handicap, disability or source of payment.
- ❖ A patient has the right to exercise his/her rights without being subject to discrimination or reprisal.
- ❖ A patient who does not speak English shall have access, where possible, to an interpreter.
- ❖ The Center shall provide the patient, or patient designee, upon request, access to the information contained in his/her medical records, unless the attending physician for medical reasons specifically restricts access.
- ❖ When medically advisable, a patient may be transferred to another facility. He/she or his/her next of kin or other legally responsible representative will be provided with complete information and an explanation concerning the need for and alternatives to such a transfer. The institution to which the patient is to be transferred shall be notified of the patient transfer.

- ❖ A patient has the right to expect good management techniques to be implemented within the Center considering the effective use of the patient's time and avoiding personal discomfort of the patient.
- ❖ A patient has the right to examine and receive a detailed explanation of his/her bill, and to receive information on fees for services received, and to be informed of Center payment policies.
- ❖ A patient has the right to be informed of his/her rights by verbal and written notification in advance of the date of admission.
- ❖ Marketing material does not mislead patients regarding the Center's capabilities or competence.
- ❖ A patient has the right to voice suggestions or grievances and the right to be informed of the policies for filing these suggestions or grievances.
- ❖ A patient has the right to expect that the Center will provide information for continuing health care requirements following discharge and the means for meeting them.
- ❖ A patient has the right to receive care in a safe setting that is free from all forms of abuse or harassment.

RESPONSIBILITIES:

- ❖ Patients are expected to provide accurate and complete information about their present complaints, past medical illnesses, hospitalizations, surgeries, medications, and other matters relating to their health
- ❖ Patients are expected to tell their health care providers whether they understand the treatment, plan of care, and what is expected of the patient.
- ❖ Patients are expected to help the physicians, nurses and other allied health personnel in their efforts to care for patients by following their instructions and medical orders.
- ❖ Patients are expected to observe the no smoking policy of the Center.
- ❖ Patients are expected to meet all financial obligations incurred for services provided at the Center.

ADVANCE DIRECTIVES:

- ❖ The Center's overriding perspective with regard to this matter is that, given the nature of the procedures routinely provided at the Center and the admission criteria for patients, the Center will render all medically appropriate measures to preserve life

OWNERSHIP:

- ❖ Tri-County Surgery Center is owned by Tri-County Surgery Center, LLC. Drs. Galiani, Gordon, Goldstein, Prince, and Tax have a financial and/or ownership interest in Tri-County Surgery Center, LLC.

COMPLAINTS OR GRIEVANCES:

- ❖ It is always best to make every effort to address patient/visitor complaints internally through discussion, investigation and potential action by/among Center personnel and the patient/visitor. Therefore, any and all patient/visitor complaints should initially be brought to the attention of Center personnel such as the Medical Director or Director of Nursing. If necessary, patients/visitors wishing to register a complaint regarding the Center may do so by calling or writing;

Pennsylvania Department of Health
 7th Forster St.
 Room 532 Health and Welfare Building
 Harrisburg, PA 17120
 1-800-254-5164

Division of Acute and Ambulatory Care
 Medicare Beneficiary Ombudsman
 1-800-MEDICARE (1-800-633-4227)
 TTY users should call 1-877-486-2048
www.medicare.gov/Ombudsman/resources.asp