

## Your Patient Rights and Responsibilities

### A patient has the right to:

1. Respectful care given by competent personnel.
2. Upon request, be given the names of his/her attending practitioner and all other practitioners directly participating in his/her care, and the names and functions of other health care persons having direct contact with the patient.
3. Consideration of privacy concerning his/her own medical care program. Case discussion, consultation, examination and treatment are considered confidential and will be conducted discreetly.
4. Have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
5. Know what facility rules and regulations apply to his/her conduct as a patient.
6. Expect emergency procedures to be implemented without unnecessary delay.
7. Good quality care and high professional standards that are continually maintained and reviewed.
8. Full information in laymen's terms concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give information to the patient, the information shall be given on his/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.
10. A patient or, if the person is unable to give informed consent, a responsible person has the right to be advised when a practitioner is considered the patient for a medical care research or donor program. The patient or responsible person may refuse to continue in a program to which he/she has previously given informed consent.
11. Refuse drugs or procedures, to the extent permitted by law, and the practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
12. Medical and nursing services without discrimination based upon age, race, color, religion, gender, sexual orientation, 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 facility shall provide the patient, or patient designee, upon request, access to the information contained in his/her medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
15. Expect good management techniques to be implemented within the facility. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
16. When an emergency occurs and the patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is transferred shall be notified prior to the patient's transfer.
17. Examine and receive a detailed explanation of his/her bill.
18. Expect the facility will provide information for continuing health care requirements following discharge and the means of meeting them.
19. A patient or family member has the right to express their concern with or complain about any aspect of care and to expect a response to significant complaints. Expressing a complaint will not compromise the patient's treatment or future access to care.
20. To be informed of his rights at the time of admission.

## A patient has the responsibility to:

1. Provide information about present and past illnesses, hospitalizations, medications and other matters relating to health history.
2. Have members of their family authorized to review treatment if the patient is unable to communicate with doctors or nurses.
3. Formulate an advance directive and appoint a surrogate to make their health care decisions on their behalf, to the extent permitted by the law.
4. Ask questions if he/she does not understand directives or procedures.
5. Help their doctor, nurse and health care support staff in their efforts to care for him/her by following their instructions and medical orders.
6. Report safety concerns immediate to his/her doctor, nurse or any health care support staff.
7. Ask for pain relief when pain first begins and tell his/her doctor or nurse if the pain is relieved.
8. Avoid drugs, alcoholic beverages or toxic substances which have not been administered by his/her doctor.
9. Accept medical consequences if he/she does not follow the care, service or treatment plan provide to the patient.
10. Help control noise and the number of visitors.
11. Respect the property of other people and of New Britain Surgery Center.
12. Use the call light provided for the patient's safety.
13. Be considerate of other patients.
14. Sign a written acknowledgement that he/she has received the applicable notice of privacy practices.
15. Provide accurate information needed for processing his/her insurance coverage.
16. Be responsible for payment of all services, either through his/her third party payers (insurance company) or by personally making payment for any service not covered by his/her insurance policy.
17. Be respectful and considerate or other patients and the New Britain Surgery Center staff.
18. Follow the policies and procedures set forth by New Britain Surgery Center.

## Complaints

If you have questions or concerns about your rights and responsibilities, you can ask any of our staff to help you contact the Administrative Director of New Britain Surgery Center. Or, you can call 267.954.1200. We want to provide you with excellent service, including answering your questions and responding to your concerns. You may also contact the licensing agency of the state.

Pennsylvania Department of Health, Acute & Ambulatory Care Services  
Health & Welfare Building, Room 532, Harrisburg, PA 17120-0090, 800.254.5164

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman at 1.800.MEDICARE (800.633.4227) or online at [www.Medicare.gov/ombudsman/resources.asp](http://www.Medicare.gov/ombudsman/resources.asp)