



Patient Rights: A patient (or person responsible for the patient) has the right to:

1. Respectful care given by competent personnel in a considerate, dignified manner that is safe and free from abuse or harassment.
2. To be given, upon request, the name of her attending practitioner, the names of all other practitioners directly participating in her care, and the names and functions of other health care personnel having direct contact with the patient.
3. Every consideration of her privacy concerning her own medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly.
4. Have records pertaining to her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements. Except when required by laws, patients are given the opportunity to approve or refuse release of their records.
5. Know what Center rules and regulations apply to her conduct as a patient.
6. Expect emergency procedures to be implemented without unnecessary delay. A patient also has the right to be informed about Center provision for emergency and after hours care. A patient has the right to be informed of the Center's policy with regard to advance directives.
7. Good 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.
8. Full information before care is delivered, in lay terms, concerning diagnosis, treatment, expected outcome 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 her behalf to the patient's next of kin or other appropriate person.
9. Provide the necessary informed consent prior to the start of any procedure or treatment (except in the case of emergencies).
10. Be advised when a practitioner 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 has previously given informed consent.
11. Refuse drugs, treatment, or procedures offered by the Center, to the extent permitted by law, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs, treatment or procedures.
12. Medical and nursing services without discrimination based upon race, color, religion, gender, sexual preference, national origin, handicap or source of payment.
13. Have access, where possible, to an interpreter if the patient does not speak English. Similarly, a patient with auditory or visual handicaps will have alternative communicative assistance available to them.
14. Access to the information contained in her medical records, unless the attending practitioner for medical reasons specifically restricts access.
15. Expect good management techniques to be implemented within the Center considering the effective use of time of the patient and to avoid the personal discomfort of the patient.
16. Be provided with complete information and an explanation concerning the needs for and alternatives to a transfer to another facility. The institution to which the patient is to be transferred shall be notified prior to the patient transfer.
17. Examine and receive a detailed explanation of her bill, and to receive information on fees for services received and on Center payment policies.

18. Expect that the Center will provide information for continuing health care requirements following discharge and the means for meeting them.
19. Be informed of her rights in advance of the date of procedure by verbal and written notification, except in instances in which quality of care would be compromised.
20. Marketing material that does not mislead patients regarding the Center's capabilities or competence.
21. Be informed of procedures for expressing suggestions and policies, to be notified of grievance procedures, and to voice grievances regarding treatment or care that is or fails to be furnished.
22. Change their provider if other qualified providers are available.
23. Exercise her rights without being subjected to discrimination or reprisal.

Patients' Responsibilities

Patients are expected to:

1. Provide accurate and complete information about their present complaints, past medical illnesses, hospitalizations, surgeries, medications, over the counter products, dietary supplements, allergies/sensitivities and other matters relating to their health.
2. Tell their health care providers whether they understand the treatment, plan of care, and what is expected of the patient.
3. Help the practitioners, nurses and other health personnel in their efforts to care for patients by following their instructions and medical orders.
4. Observe the Center's no smoking policy, be considerate of other patients and of staff regarding noise and number of visitors, and respect the Center's property and that of other persons.
5. If required by their practitioner, provide a responsible adult to transport/accompany him home and to remain with him for 24 hours after care at the Center.
6. Accept financial responsibility for any charges not covered by their insurance.

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, in accord with relevant Center policies any and all patient/visitor complaints should initially be brought to the attention of:

Kaitlyn Maxwell, RN, BSN
3050 Hamilton Blvd., Suite 200
Allentown, PA 18103
610-435-9575

If necessary, patients wishing to register a complaint regarding the Center may contact the Pennsylvania Department of Health:

Deputy Secretary of Quality Assurance
PA Department of Health Quality Assurance
625 Forster Street, 8th Floor West
Health & Welfare Building
Harrisburg, PA 17120-0701
717-783-1078

If necessary, patients may contact **Accreditation Association for Ambulatory Health Care** at www.aaahc.org. Medicare beneficiaries may contact the **Medicare Ombudsman** at www.cms.hhs.gov/center/ombudsman.asp

Presentation of a complaint will not compromise care.