

Philadelphia Surgi Center
Patient Rights and Responsibilities
THE PATIENT HAS THE RIGHT TO:

- 1.** Receive services without regard to age, race, color sex, sexual orientation, marital status, national origin, cultural, economic, educational, or religious background or the source of payment for care.
- 2.** Be treated with consideration, respect, and dignity, including privacy in treatment.
- 3.** Be informed of the services available at the PSC.
- 4.** Be informed of the provisions for off-hour emergency coverage.
- 5.** Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will participate in the care.
- 6.** Receive information from his/her physician about his/her illness, course of treatment, and prospects for recovery in terms that he/she can understand.
- 7.** Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or nontreatment, the risks involved in each and the name of the person who will carry out the procedure or treatment.
- 8.** Participate actively in decisions regarding his/her medical treatment including the right to refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her actions.
- 9.** Have pain assessed and managed as part of the treatment process, and have his/her reports of pain believed and responded to quickly.
- 10.** Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.
- 11.** Confidential treatment of all communications and records pertaining to care. Written permission shall be obtained before medical records can be made available to anyone not directly concerned with patient's care.
- 12.** Reasonable responses to any reasonable requests made for service.
- 13.** Leave the PSC even against the advice of physicians.
- 14.** Be informed regarding patient billing practices, charges for services, eligibility for third-party reimbursements, and, when applicable, the availability of free or reduced cost care.
- 15.** Receive a copy of account statement upon request.

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16. Voice grievances and recommend changes in policies and services to the PSC staff, the operator and the state department of health without fear of reprisal.

17. Make decisions concerning medical care, including the right to accept or refuse medical or surgical treatment, and the right to formulate Advance Directives.

**Information on Advance Directives can be obtained at the Surgi-Center or online
at:<http://www.caringinfo.org/UserFiles/File/Pennsylvania.pdf>**

THE PATIENT HAS THE RESPONSIBILITY TO:

- 1.** Provide accurate and complete information concerning his/her present condition or complaints, past medical history and other matters about his/her health.
- 2.** Discuss expectations regarding to pain and pain management, discuss pain relief options with doctor or nurse, ask for pain relief when pain first begins, and help the doctor and nurses assess pain. Tell the doctor or nurse if pain is not relieved, and tell doctor or nurse of any worries about taking pain medications.
- 3.** Make in known whether he/she clearly comprehends the course of his/her medical treatment and what is expected.
- 4.** Follow the treatment plan established by the physicians, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- 5.** Keep appointments and for notifying the PSC or physician when he or she is unable to do so.
- 6.** Be in charge of his or her actions should he or she refuse treatment or not follow the physician's orders.
- 7.** Ensure that the financial obligations of care are fulfilled as promptly as possible.
- 8.** Follow PSC policies and procedures.
- 9.** Be considerate of the rights of other patients and facility personnel.
- 10.** Be respectful of personal property and that of other persons in the PSC.

Complaints may be lodged at the following office:

Division of Health Facilities and Evaluation and
License

Pennsylvania Department of Health
Division of Acute and Ambulatory Care
Health and Welfare Building, Room 532
Harrisburg, PA 17108
(717) 783-8980

The Office of the Medicare Beneficiary Ombudsman

can be contacted at:

<http://www.medicare.gov/Ombudsman/resources.asp>