



An Affiliate of Evangelical Community Hospital

Patient Rights & Responsibilities



As a patient of this ASC, or as a family member or guardian of a patient at this ASC, we want you to know, at the time of admission, the rights you have under federal and Pennsylvania state law. We are committed to honoring your rights and want you to know that by taking an active role in your healthcare, you can help your ASC caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.

Your Rights

As a patient, or your legally responsible party, you have the right to care without discrimination due to age, race, color, creed, ethnicity, handicap, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, association, veteran, or military status, how your bill is paid, or any other basis prohibited by federal, state, or local law. You will receive services and care that are medically suggested and within the ASC's services, its stated mission, and required laws and regulations.

Communication

You have the right to:

- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your healthcare. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.
- Full information in layman's terms concerning diagnosis, evaluation, treatment, 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 his behalf to the responsible person.
- Information about the method of providing feedback, including complaints or grievances regarding the treatment or care received.
- Have the facility provide the patient or patient's designee, upon request, access to the information contained in his medical records unless it is specifically restricted by the attending practitioner for medical reasons.

Informed Decisions

You have the right to:

- Receive information about your current health, care, outcomes, recovery, ongoing healthcare needs, and future health status in terms that you understand.
- Be informed about proposed care options including the risks and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected. When it is not medically advisable to give such information to you, it will be given on your behalf to your next of kin or other appropriate person. You may need to sign your name before the start of any procedure and/or care, but "informed consent" is not required in the case of an emergency.
- Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure.
- Be involved in all aspects of your care and to take part in decisions about your care except when such participation is contraindicated for medical reasons.
- Make choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law. A Practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- Expect the ASC to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.

- Decide to take part or not take part in research or clinical trials for your condition, or donor programs that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care. A patient or responsible person may refuse to continue in a program to which he has previously given consent.

Visitation

You have the right to:

- Decide if you want visitors or not while you are here. The ASC may need to limit visitors to better care for you or other patients, but will not restrict, limit, or otherwise deny visitation privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- Designate those persons who can visit you during your stay. These individuals do not need to be legally related to you. Visitors will enjoy full and equal visitation privileges consistent with your preferences.
- Designate a support person who may determine who can visit you if you become incapacitated.
- Access an individual or agency who is authorized to act on your behalf to assert or protect your rights as a patient.

Advance Directives

You have the right to:

- Be informed and request information regarding establishment of Advance Directives.
- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care.
- Ask about and discuss the ethics of your care, including resolving any conflicts that might arise such as, deciding against, withholding, or withdrawing life-sustaining care.

Care Planning

You have the right to:

- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive in the ASC.
- Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the ASC.
- Receive a prompt and safe transfer to the care of others when this ASC is not able to meet your request or need for care or service. You have the right to know why a transfer to another healthcare facility might be required, as well as learning about other options for care. The ASC cannot transfer you to another hospital unless that hospital has agreed to accept you. When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institute to which the patient is to be transferred shall be notified prior to the patient's transfer.
- Change healthcare providers if other qualified providers are available.

Care Delivery

You have the right to:

- Expect emergency procedures to be implemented without unnecessary delay.
- Receive care in a safe setting free from any form of abuse, harassment, and neglect.
- Receive kind, respectful, safe, quality care delivered by competent staff.
- Know the names, roles, and credentials of the healthcare workers and staff who are caring for you.

- Receive assistance in obtaining a consultation by another healthcare provider at your request and expense.
- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive carefree from restraints or seclusion unless necessary to provide medical, surgical, or behavioral healthcare.
- Receive efficient and quality care with high professional standards that are continually maintained and reviewed.
- Expect good management techniques to be implemented within this ASC considering effective use of your time and to avoid your personal discomfort.
- To know any absence of malpractice insurance, if applicable.
- Expect that the ASC will provide information for continuing healthcare requirements following discharge and the means of meeting them

Privacy and Confidentiality

You have the right to:

- Limit who knows about your being in the ASC.
- Be interviewed, examined, and discuss your care in places designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all communications and records related to care, including who is paying for your care, to be treated as confidential except as otherwise provided by law or third-party contractual arrangements.
- Receive written notice that explains how your personal health information will be used and shared with other healthcare professionals involved in your care.
- Review and request copies of your medical record unless restricted for medical or legal reasons.

Hospital Bills

You have the right to:

- Review, obtain, request, and receive a detailed explanation of your charges and bills
- Receive information and counseling on ways to help pay for the bill.
- Request information about any business or financial arrangements that may impact your care.
- Be informed of the fees for services and the payment of policies of the facility

Complaints, Concerns, and Questions

You and your family/guardian have the right to:

- Tell ASC staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality-of-care concerns, coverage decisions, and concerns about your discharge.

Continued on next page.

Please feel free to ask questions about any of these rights that you do not understand. If you have questions about these rights, please discuss them with your doctor, nurse, or the Hospital's Patient Relations department. You will receive a personal response.

- Expect a timely response to your complaint or grievance from the ASC. Complaints or grievances may be made in writing, by phone, or in person. The ASC has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the ASC, please contact the

Director of Medical Ambulatory
Surgery and Endoscopy
210 JPM Rd, Lewisburg, PA 17837
Phone: 570-768-3300 | Fax: 570-768-3970
daphyne.ressler@evanhospital.com

OR Evangelical Community Hospital
Patient/Guest Relations
One Hospital Drive, Lewisburg, PA 17837
Phone: 570-522-2144 | Fax: 570-768-3714
guestrelations@evanhospital.com

- You may also contact The Accreditation Association for Ambulatory Healthcare Inc.:
- Accreditation Association for Ambulatory Healthcare, Inc.
3 Parkway North, STE 201, Deerfield, IL 60015
Phone: 1-847-853-6060 | info@aaahc.org
- The Pennsylvania Department of Health is also available to assist you with any questions or concerns about your hospital care. You can reach the Department of Health by calling 1-800-254-5164 or writing:

Acute and Ambulatory Care Services
Pennsylvania Department of Health
Room 532, Health and Welfare Building
625 Forster Street, Harrisburg, PA 17120

Your Responsibilities

As a patient, family member, or guardian, you have the right to know all ASC rules and regulations and what we expect of you during your stay.

Provide Information

As a patient, family member, or guardian, we ask that you:

- Provide accurate and complete information to the best of your ability about your health, medications taken including over the counter products and dietary supplements, and any allergies or sensitivities.
- To follow agreed upon treatment plan prescribed by their provider and participate in their care.
- Report any condition that puts you at risk (for example, allergies or hearing problems).
- Report unexpected changes in your condition to the healthcare professionals taking care of you.
- Provide a copy of your advance directive, living will, durable power of attorney for healthcare, and any organ/tissue donation permissions to the healthcare professionals taking care of you.
- Tell us who, if any, visitors you want during your stay.

Respect and Consideration

As a patient, family member, or guardian, we ask that you:

- Recognize and respect the rights of other patients, visitors, all healthcare professionals, and staff. Threats, disrespectful behavior, violence, or harassment of other patients, visitors, and staff will not be tolerated.
- Comply with the Organization's no smoking policy.
- Refrain from conducting any illegal activity on the Organization's property. If such activity occurs, the ASC will report it to the police.
- A patient has the right to know what facility rules and regulations apply to his conduct as a patient.

Safety

As a patient, family member, or guardian, we ask that you:

- Promote your own safety by becoming an active, involved, and informed member of your healthcare team.
- Ask questions if you are concerned about your health or safety.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Remind staff to check your identification before medications are given, blood samples are taken, or before any procedure.
- Remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask all ASC staff to identify themselves.
- Provide a responsible adult to provide transportation and to remain with him/her as directed by the provider or as indicated on discharge instructions.

Refusing Care

As a patient:

- You are responsible for your actions if you refuse care or do not follow care instructions.

Charges

As a patient:

- You are responsible to accept personal financial responsibility for any charges not covered by insurance.

Cooperation

As a patient:

- You are expected to follow the care plans suggested by the healthcare professionals caring for you while in the ASC. You should work with your healthcare professionals to develop a plan that you will be able to follow while in the ASC and after you leave the ASC.

Evangelical Ambulatory Surgical Centers comply with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, religion, sexual orientation, gender identity, or source of payment.

Evangelical Ambulatory Surgical Centers cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, sexo, religión, orientación sexual, identidad de género, o fuente de pago.

Evangelical Ambulatory Surgical Centers соответствует применимым федеральным законам о гражданских правах и не допускает дискриминации по признаку расы, цвета кожи, национального происхождения, возраста, инвалидности, пола, религии, сексуальной ориентации, гендерной идентичности, или источника оплаты.

ATTENTION: if you speak limited English or another language, free language assistance services are available to you. Call 1-570-522-2000.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-570-522-2000.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-570-522-2000.

- For more information on the Pennsylvania Patient Safety Authority go to: www.patientsafetyauthority.org
- Website for the Centers for Disease Control and Prevention: www.cdc.gov
- Website for the Office of the Medicare Beneficiary Ombudsman: www.cms.hhs.gov/center/ombudsman.asp