

EVANGELICAL AMBULATORY SURGICAL CENTER

PATIENT'S BILL OF RIGHTS

ADOPTED: 9/17/01

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EVANGELICAL AMBULATORY SURGICAL CENTER is committed to providing comprehensive health care in a manner which acknowledges the uniqueness and dignity of each patient. We encourage patients and families to have clear knowledge of, and to participate in, matters and decisions related to their medical care.

As a patient of this ambulatory surgical center (ASC), or as a family member or guardian of a patient at this ASC, we want you to know the rights you have under federal and Pennsylvania state law as soon as possible during your stay. We are committed to honoring your rights, and want you to know that by taking an active role in your health care, 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

This ASC complies 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. As our patient, you have the right to safe, respectful, and dignified care at all times. You will receive services and care that are medically suggested and within the ASC's services, its stated mission, and required law and regulation.

■ Communication

You have the right to:

- Have a family member, another person that you choose, or your doctor notified when you are admitted to the ASC.
- 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 health care. 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.

■ Informed Decisions

You have the right to.

- Receive information about your current health, care, outcomes, recovery, ongoing health care 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.
- Be involved in all aspects of your care and to take part in decisions about your care.
- 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.
 - 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.

■ 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 on the basis of 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.

■ Advance Directives

You have the right to:

- 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 health care facility might be required, as well as learning about other options for care. The ASC cannot transfer you to another ASC unless that ASC has agreed to accept you.

■ 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 skilled staff.
- Receive assistance in obtaining a consultation by another health care 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 care free from restraints or seclusion unless necessary to provide medical, surgical, or behavioral health care.
- Receive efficient and quality care with high professional standards that are continually maintained and reviewed.

■ Privacy and Confidential

You have the right to:

- Limit who knows about your being in the ambulatory surgical center.
- 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 health care professionals involved in your care.
- Review and request copies of your medical record unless restricted for medical or legal reasons.

■ ASC Bills

You have the right to:

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

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 or nurse or the Ambulatory Surgical Center's Administrator. You will receive a personal response.

Complaints, Concerns and Questions

You and your family/guardian have the right to!

- Tell Ambulatory Surgical Center (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.
- 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 ACS's Director or the Evangelical Community Hospital.

Kimberly A. Wheeland MSN, BSN, RN, CMSRN, CCHM
Director of Evangelical Ambulatory Surgical Center
210 JPM Road, Suite 100, Lewisburg, PA 17837 • Phone: 570-768-3300

OR

Evangelical Community Hospital (Compliance Office)
One Hospital Drive, Lewisburg, PA 17837 • Phone: 570-522-4237

- You may also contact The Accreditation Association for Ambulatory Health Care Inc.:
Accreditation Association for Ambulatory Healthcare, Inc.
5250 old Orchard Rd. Ste 200, Skokie, IL 60077 • 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 (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 what we expect of you during your ASC stay.

Provide Information

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

- Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report any condition that puts you at risk (for example, allergies or hearing problems).
- Report unexpected changes in your condition to the health care professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for health care, and any organ/tissue donation permissions to the health care 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, families, and staff. Threats, violence, or harassment of other patients and ASC staff will not be tolerated.
- Comply with the ACS's no smoking policy.
- Refrain from conducting any illegal activity on ASC property. If such activity occurs, the ASC will report it to the police

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 health care 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/blood products are administered, 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.

▪ 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 for paying for the health care that you received as promptly as possible.

▪ Cooperation

As a patient:

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

Evangelical Community Hospital provides free language services to people whose primary language is not English.

- ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 570-522-2000.
- ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 570-522-2000.

To Report a Complaint against the healthcare facility, each patient has the right to:

1. Contact Evangelical Ambulatory Surgical Center (EASC) and speak with Kimberly Wheeland, Director of EASC, at 570-768-3300 or;

2. Contact the Department of Health through the following anonymous hotline number 1-800-254-5164 or write to:
Department of Health
DAAC
Health & Welfare Building
625 Forster Street, Rm. 532
Harrisburg, PA 17120

3. For more information on the Pennsylvania Patient Safety Authority go to:
www.patientsafetyauthority.org.

4. Website for the Centers for Disease Control and Prevention:
www.cdc.gov/mmwr/international/relres.html

5. Website for the Office of the Medicare Beneficiary Ombudsman:
www.cms.hhs.gov/center/ombudsman.asp