

WESTERN PA SURGERY CENTER

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

In keeping with its goal to provide quality care, The Western PA Surgery Center shall promote the interests, satisfaction and well being of its patients by affirming the following patient rights:

1. Considerate, respectful care, at all times and under all circumstances, given by competent personnel with recognition of personal dignity and individuality.
2. Quality care based on high professional standards that are continually maintained and reviewed.
3. Upon request, to be given the name of his attending practitioner, the names of all other practitioners directly participating in his care and the names and functions of other health care persons having direct contact with the patient.
4. Change his/her provider if other providers are available.
5. Know whether there are students from health education programs or educational institutions participating in his/her treatment.
6. Consideration of privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly. A patient has the right to expect that individuals not directly involved in his care will not be present without his permission.
7. All records pertaining to his medical care, including source of payment, will be treated as confidential except as otherwise provided by law or third-party contractual arrangements. Except as required by law, a patient has the right to approve or refuse the release of records.
8. Information regarding Center rules and regulations related to his/her conduct and responsibilities as a patient.
9. Report any comments concerning the quality of services provided during the time spent at the facility and receive fair follow-up on your comments.
10. Voice grievances or recommend changes in policies and services to facility personnel, the governing authority and/or outside regulatory agency representatives of his/her choice, free from restraint, interference, coercion, discrimination or reprisal. Information about the Center's mechanism for the initiation, review and resolution of patient complaints is contained in this document or can be received by calling the Director at 724-933-3800.
11. Expect that emergency procedures will be implemented without unnecessary delay.
12. Full information to degree known, provided in layman's terms prior to the procedure, concerning his/her diagnosis, 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 patient's next of kin or other appropriate, responsible person.
13. The opportunity for the patient, or his/her legally responsible party, to make informed decisions involving his/her health care and participate in the development and implementation of the plan of care unless contraindicated by medical reasons.
14. Except for emergencies, the practitioner must obtain the necessary informed consent of the patient prior to the start of any procedure or treatment. When the patient is unable to be informed of his rights and responsibilities or to give informed consent, as in the case of a child, adolescent, or legally incompetent individual, the parent, guardian and/or legally authorized representative will be so informed and will be responsible to exercise these rights and responsibilities on the patient's behalf.
15. Advise as to when a practitioner is considering the patient as a part of a medical research program or donor program. The patient, or legally responsible party, must give informed consent prior to actual participation in such a 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.
16. To refuse any drugs, treatment or procedure, to the extent permitted by law, and a practitioner shall inform the patient of the medical consequences of the patient's refusal.
17. Information concerning the right to initiate and implement any advance directive as well as the Center's policy on advance directives.
18. Medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability or source of payment.
19. Interpreter services.
20. Upon request of the patient, or patient designee, access to information contained in the patient's record, unless access is specifically restricted by the attending practitioner for medical reasons or is prohibited by law.
21. Employment of good systems and implementation of management techniques at the Center that promote patient comfort and respect the use of the patient's time.
22. To express his pain, have the pain assessed systemically and thoroughly, have the pain managed according to the most currently accepted treatment plan, receive prompt response to unrelieved pain and be informed and involved in all pain management decisions.

23. To exercise his/her civil and religious liberties and express his/her spiritual beliefs and cultural practices provided that they do not harm others or interfere with the planned course of medical therapy. No religious beliefs or practices shall be imposed on the patients.
24. Be free of restraints, unless authorized by a physician for a limited period of time to protect the patient or the staff, as well as free of all forms of abuse, exploitation and harassment.
25. Receive care in a safe setting in so far as the Center's practices and environment are concerned with full disclosure. Center also welcomes a patient's input for improvement.
26. When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
27. Regardless of the source of payment, the patient has the right to examine and receive a detailed explanation of his total bill for the services rendered at the Center as well as full information and counseling on the availability of known financial resources for his/her health care.
28. Expect that the Center will provide information for continuing health care requirements following discharge and the means for meeting them.
29. Truthful marketing and advertising by the facility in regards to competence and capabilities of the organization. Any absence of malpractice insurance coverage will be disclosed.
30. A patient or his representative has the right to be informed of his rights prior to the date of surgery in language and manner, written and verbally, that the patient or his/her representative understands. The patient shall be able to exercise those rights without being subjected to discrimination or reprisal.

It is the patient's responsibility to fully participate in decisions involving his own health care. The following principles represent the patient's responsibilities:

1. Provide information about complaints, past illness, hospitalizations, medications, including over-the-counter products and dietary supplements, any allergies and sensitivities as well as other matters relating to health history in order to effectively treat the patient.
2. Provide information and/or copies of the patient's living will, power of attorney or any advance directive that could affect his/her care.
3. Follow treatment plan prescribed by his/her provider as well as cooperate with all Center personnel by following their instructions and by reporting change in condition or adverse reactions.
4. Acknowledge when a contemplated treatment course or care decision is not understood or varies from what the patient was informed to expect, and to ask questions and voice concerns.
5. The Center expects duly authorized members of a patient's family to be available to Center personnel for review of treatment in the event the patient is unable to properly communicate with the practitioner or nurses.
6. Provide a responsible adult to transport him/her home from the Center and remain with him/her for 24 hours if required by his/her physician.
7. Be considerate of other patients and Center personnel, to be respectful of the property of the Center, its patients and staff and to Center rules and regulations affecting patient care and comfort.
8. Indicate if he/she feels his/her privacy is violated and/or safety is being threatened. Patient has the responsibility to file a grievance as outlined below.
9. Be responsible for his/her own actions if he/she refuses treatment, does not follow instructions or complicates or endangers the healing process.
10. Assume financial responsibility of paying for all services rendered either through third-party payers (insurance) or being personally responsible for payment for any services that are not covered.

We encourage you to be an informed consumer of health care services. If you have any questions concerning your care, please do not hesitate to ask our staff questions pertaining to any aspect of your care at our facility. If you have complaints or grievances about how these rights were administered, you may speak with or write to the Director and an investigation will be conducted. Phone 724-933-3800 or in writing:

**Director of Operations
Western PA Surgery Center
6001 Stonewood Drive
Wexford, PA 15090**

**You may also register complaints by phone to: PENNSYLVANIA DEPARTMENT OF HEALTH HOT LINE 1-800-254-5164.
or in writing:**

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

**Or contact the Office of Medicare Beneficiary Ombudsman:
www.cms.gov/center/ombudsman.asp or call 1-800-633-4227**