

## A Patient Bill of Rights and Responsibilities

### Each patient treated at Advanced Center for Surgery has the right to:

1. Be treated with respect, consideration and dignity, given by competent personnel.
2. To be given the name of the attending physician, the names of other healthcare persons having direct contact with the patient.
3. Privacy concerning his/her own medical care. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
4. Have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
5. Know what facility rules and regulations apply to his/her conduct as a patient.
6. Expect emergency procedures to be implemented without necessary delay.
7. The absence of clinically unnecessary diagnostic or therapeutic procedures.
8. Full information in layman's terms concerning appropriate and timely diagnosis, treatment and preventive measures, 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/her behalf to a responsible person.
9. Give informed consent to the physician prior to the start of a procedure.
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 responsible person shall give informed consent prior to the actual participation in the program. A patient or responsible person may refuse to continue in a program to which he/she has previously given informed consent.
11. To refuse drugs or procedures, to the extent permitted by statute, and practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
12. Medical and nursing services without discrimination based upon age, race, color, religion, gender, sexual orientation, national origin, handicap, disability or source of payment.
13. Shall have access to an interpreter whenever possible.
14. Shall be provided with, upon written request, access to information contained in his/her medical records, unless access is specifically restricted by attending practitioner for medical reasons.
15. Expect good management to be implemented within the facility that shall make effective use of time of the patient and avoid the personal discomfort of the patient.
16. Expedient and professional transfer to another facility when medically necessary and to have the responsible person and the facility that the patient is transferred to notified prior to transfer.
17. Examine and receive a detailed explanation of their bill.
18. Expect the facility will provide information for "continuity of care" requirements following discharge and the means of meeting them.
19. Express their concern, complaint, or grievance about any aspect of care and to expect a response. Expressing such will not compromise the patient's treatment or future access to care.
20. Be informed of his/her rights at the time of admission.
21. Receive appropriate and timely follow-up information regarding abnormal findings and tests.
22. Treatment that is consistent with clinical impression or working diagnosis.
23. High professional standards and quality outcomes that are continually maintained and reviewed.
24. Accessible and available health services; information on after-hour and emergency care.
25. Receive appropriate and timely referrals and consultation.
26. Appropriate specialty consultative services made available by prior arrangement.
27. Accurate information regarding the competence and capabilities of the organization.
28. Change primary or specialty physicians if other qualified physicians are available.
29. Provision of health services that are consistent with current professional knowledge.
30. Receive a second opinion concerning the proposed surgical procedure, if requested.



**Each patient treated at Advanced Center for Surgery has the responsibility to:**

1. Provide information about present and past illnesses, hospitalizations, medications (prescription and non-prescription)/allergies and other matters relating to their health history.
2. Have members of their family authorized to review their treatment, if the patient is unable to communicate with doctors and nurses.
3. Formulate an advanced directive and appoint a surrogate to make healthcare decisions on their behalf, to the extent permitted by law.
4. A patient has the responsibility to ask questions if he/she does not understand directives or procedures.
5. Assist the physician, nurse, and healthcare support staff in their efforts to care for him/her by following the instructions and medical orders.
6. Report safety concerns immediately to his/her doctor, nurse, or any healthcare support staff.
7. Ask for pain relief when pain first begins and tell his/her doctor or nurse if his/her pain is relieved.
8. Avoid drugs, alcoholic beverages or toxic substances, which have not been administered by their doctor.
9. Accept medical consequences if he/she does not follow the care, service, or treatment plan provided to him/her, including having a responsible adult and up to 24 hours post surgery.
10. Use the call light provided for their safety.
11. Be considerate and respectful of other patients, family members, visitors and healthcare providers, and to respect their right, privacy and property.
12. Sign a written acknowledgement that he/she has received applicable Notice of Privacy Practices.
13. Provide accurate insurance information; including third party payers.
14. Fulfill financial responsibility, for all service received.
15. A patient has the responsibility to follow the policies and procedures set forth by the ambulatory surgery facility.

A copy of the patient rights and responsibilities will be posted in an appropriate area and additional copies will be given to each patient or responsible party at the time surgery is scheduled.

**Questions or Concerns:**

If you have a question or concern about your rights or responsibilities, you can ask any of our staff to help you contact the Administrator at the surgery center. Or you can call 814 381 0009. We want to provide you excellent service, including answering your questions and responding to your concerns. You may also choose to contact the licensing agency of the State.

Pennsylvania Department of Health  
Acute and Ambulatory Care Services  
Health and Welfare Building, Room 532  
Harrisburg, PA 17210-0090  
800 254 5164

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman at 1-800-MEDICARE (1-800-633-4227) or on line at : <https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>

You may also choose to contact this organization's accrediting agency by emailing your complaint to [complaints@aaahc.org](mailto:complaints@aaahc.org)

Your complaint/concern will be handled confidentially and while you will receive notification of receipt, the investigation outcomes will not be released due to privacy regulations. Complaints/concerns related to billing or insurance issues are not within AAAHC standards, nor are any labor disputes. AAAHC does not evaluate the care of an individual or whether the care was appropriate. When we investigate, we focus on processes required of a AAAHC-accredited organization necessary to comply with the AAAHC Standards