



As a health care facility, we are committed to delivering quality medical care to you, our patient, and to making your stay as pleasant as possible. The following "Statement of Patient's Rights," endorsed by the administration and staff of this hospital, applies to all patients. In the event that you are unable to exercise these rights on your own behalf, then these rights are applicable to your designated/legal representative. As it is our goal to provide medical care that is effective and considerate within our capacity, mission, and philosophy, applicable law and regulation, we submit these to you as a statement of our policy.

Patient is defined by legal definition of an adult (age 18, high school graduate, having had a child, a married person, and in cases where the patient is incompetent, a neonate, a child, or an adolescent under 18) under the hospital's care where every effort is made to coordinate and facilitate family and support person involvement in decision-making. The exercise of patient's rights provides for: A. Impartial access to treatment regardless of race, religion, sex, sexual orientation, ethnicity, age, or handicap; 482.13(c)(3) B. Exercising of his/her rights by a patient while receiving care or treatment in the facility without coercion, discrimination, or retaliation; or to 482.13(c)(3) C. Have a surrogate (parent, legal guardian, person with medical power of attorney, support person) exercise the patient's rights when the patient is incapable of doing so, without coercion, discrimination, or retaliation. 482.13(a)(1) D. Informing each patient, or when appropriate, the patient's designated support person of the patient's rights in advance of furnishing or discontinuing patient care whenever possible; 482.13(a)(1) E. The right to receive care in a safe setting; 482.13(c)(2) F. The right to be free from all forms of abuse or harassment. 482.13(a) G. Patient visitation rights, including the notification of any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights and the reasons for the clinical restriction or limitation. 482.13(h)

The following are the **Patient's Bill of Rights**:

1. You have the right to respectful care given by competent personnel that reflects consideration of personal value and belief systems and that optimizes comfort and dignity.
2. You have the right to know what hospital rules and regulations apply to your conduct as a patient.
3. You have the right to expect emergency procedures to be implemented without unnecessary delay.
4. You have the right to good quality care and high professional standards that are continually maintained and reviewed.
5. You have the right to expect good management techniques to be implemented within the hospital considering effective use of your time and to avoid personal discomfort.
6. You have the right to medical and nursing services without discrimination based upon race, age, color, religion, gender, sexual preference, handicap, national origin, or source of payment.
7. You and/or your support person have the right to participate in the development and implementation of your plan of care. You have the right to make informed decisions regarding your care; be informed of your health status, be involved in care planning and treatment, and the right to request or refuse treatment.
8. While this hospital recognizes your right to participate in your care and treatment to the fullest extent possible, there are circumstances under which you may be unable to do so. In these situations (e.g., if you have been adjudicated incapacitated in accordance with law, are found by the physician to be medically incapable of understanding the proposed treatment or procedure, are unable to communicate your wishes regarding treatment, or are an unemancipated minor) the patient's rights are to be exercised, to the extent permitted by law, by your designated support person.
9. You have the right to make decisions regarding the withholding of resuscitative services or the foregoing or withdrawal of life-sustaining treatment within the limits of the law and the policies of this institution.
10. You have the right, upon request, to be given the name of your attending physician, the names of all other physicians or practitioners directly participating in your care, and the names and professional status of other healthcare personnel, including medical students, residents, or other trainees, having direct contact with you.
11. You have the right to every consideration of personal privacy concerning your medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly, giving responsible visual and auditory privacy when possible. This includes the right, if request, to have someone present while examination, treatment, or procedure is being performed, as long as he/she does not interfere with diagnostic procedures or treatments, and to request a room transfer if another patient or a visitor in the room is unreasonably disturbing you - to another room equally suitable for your care is available.
12. You have the right to have all information, including records, pertaining to your medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
13. You have the right to confidentiality of your medical records. Only individuals directly involved in your care, individuals monitoring the quality of your care, or individuals authorized by law or regulation may access your clinical care. The hospital shall provide you or your designated support person, upon request, access to all information contained in your medical records, unless access is specifically restricted by the attending physician for medical reasons.
14. You have the right to receive information on how we will use your personal health information. Our Notice of Privacy Practices provides you with a full description of the ways in which we both use and protect your health information.
15. You have the right to request a restriction or limitation on the medical information we use or disclose about you. You also have the right to revoke or revise any authorization you have signed for any disclosure other than treatment, payment, or healthcare operations.
16. You have the right to request a copy of your medical records (note there may be a fee for the copying of your medical records). If you feel your information on file is incorrect or incomplete, you may ask us to amend the information.
17. You have the right to request an accounting or list of certain disclosures we have made of your medical information. The list may not include disclosures made prior to April 2003.
18. You have the right to be communicated with in a manner that is clear, concise, and understandable. If you do not speak English, access, where possible, to an interpreter will be provided along with the use of language line and picture boards.
19. You and/or your designated support person have the right to full information in laymen's terms, concerning your diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable that such information be given to you, the information shall be given, on your behalf, to your designated support person.
20. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
21. You have the right not to be involved in any experimental, research, donor program, or educational activities unless you have, or your designated/legal representative has, given informed consent prior to the actual participation in such a program. You, or when appropriate, your designated support person, may at any time, refuse to continue in any such program to which informed consent has previously been given.
22. You have the right to accept medical care or to refuse any drugs, treatment, or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform you of the medical consequences of such refusal.
23. You have the right to participate in consideration of ethical issues surrounding your care, within the framework established by this organization to consider such issues.
24. You have the right to formulate an "advanced directive" or appoint a surrogate to make healthcare decisions on your behalf. These decisions will be honored by this hospital and its healthcare professionals within the limits of the law and this organization's mission, values,
25. If applicable, you are responsible for providing a copy of your "advanced directive" to the hospital.
26. You have the right to assistance in obtaining consultation with another physician at your request and expense.
27. When this hospital cannot meet the request or need for care because of conflict with our mission or philosophy or incapacity to meet your needs or request, you may be transferred to another facility when medically permissible. Such a transfer should be made only after you or your designate support person have received complete information and explanation concerning the need for, and alternative to, such a transfer. The transfer must be acceptable to the other institution.
28. You have the right to examine and receive a detailed explanation of your bill.
29. You have a right to full information and counseling on the availability of known financial resources for your healthcare.
30. You have the right to expect the healthcare facility will provide a mechanism whereby you are informed upon discharge of continuing healthcare requirements following discharge and the means for meeting them.
31. You cannot be denied the right of access to an individual or agency that is authorized to act on your behalf to assert or protect the rights set out in this section.
32. Information regarding your rights as a patient should be provided to you during the admission process or at the earliest possible moment in the course of your hospitalization.
33. You have the right, without recrimination, to voice complaints regarding your care, to have those complaints reviewed, and when possible, resolved.
34. You have the right to appropriate assessment and management of pain.
35. You have the right to be free from any form of seclusion/restraints – both physical and chemical – that is not medically necessary or is used as a means of coercion, discipline, convenience, or retaliation by staff. You have the right to be free of all forms of abuse or harassment.
36. You have the right to the provision of care in a safe environment.
37. You have the right to know the reasons for any proposed changes in the professional staff responsible for care.
38. You have the right to know the relationship(s) of the facility to other persons or organizations participating in the provision of his/her care.
39. You have the right to be informed of the source of the facility's reimbursement for your services and of any limitations which may be placed upon your care.
40. You have the right to have a family member or support person of your choice and your own physician notified promptly of your admission to the hospital.
41. You have the right to be informed of your visitation rights including any clinical restrictions or limitations, as well as the reason for the limitation or restriction.
42. You have the right to receive the visitors you designate, including but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and the right to withdraw or deny consent at anytime.
43. All visitors designated by you, or when appropriate your support person, shall enjoy visitation privileges that are no more restrictive than those that immediate family members would enjoy.
44. Visitation shall not be restricted, limited, or otherwise denied on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.
45. It is the intent of this hospital to provide quality care and address any concerns you may have. Should you feel your concerns are not adequately addressed or would prefer not to discuss these issues with hospital personnel, you have the right to refer complaints directly to the Pennsylvania Department of Health at:

Pennsylvania Department of Health
 Division of Acute and Ambulatory Care
 Room 532 Health and Welfare Building
 625 Forster Street
 Harrisburg, PA 17120-0701
 717-783-8980 (Phone) 717-705-6663 (Fax)

Patient Responsibilities

As a patient, you should assume responsibility for the following:

1. The hospital expects that you or your designated/legal representative will provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, "advanced directives", and other matters relating to your health history or care in order for you to receive effective medical treatment.
2. You are responsible for reporting whether you clearly comprehend a contemplated course of action and what is expected of you.
3. The hospital expects you will cooperate with all hospital personnel and ask questions if directions and/or procedures are not clearly understood.
4. You are expected to be considerate of other patients and hospital personnel, assist in the control of noise and visitors in your room, and observe the smoking policy of this institution. You are also expected to be respectful of property of other persons and the property of the hospital.
5. In order to facilitate your care and the efforts of hospital personnel, you are expected to help the physicians, nurses, and allied medical personnel in their efforts to care for you by following their instructions and medical orders.
6. Duly authorized members of your family or designated/legal representative are expected to be available to hospital personnel for review of your treatment in the event you are unable to properly communicate with your healthcare providers.
7. It is understood you assume the financial responsibility of paying for all services rendered either through third-party payers' (their insurance company) or being personally responsible for payment for any services that are not covered by your insurance.

It is expected you will not take drugs that have not been prescribed by your attending physician and administered by hospital staff (unless otherwise ordered by physician), and that you will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay.