

# **Your Rights and Responsibilities as our Patient.**

The patient has the right to expect the following actions from his or her Physician and Endoscopy Center Staff:

## *RESPECT*

1. The patient has the right to respectful care given by competent personnel. The patient will always be called by his or her proper name unless directed otherwise.
2. The patient has the right to expect good management techniques to be implemented within the Ambulatory Service Facility. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
3. Patients are treated with respect, consideration, and dignity for both property and person.

## *CONSIDERATION*

1. The highest priority will be given to the patient's personal needs and requests.
2. The patient has the right to quality care and services delivered pursuant to high professional standards that are continually reviewed and consistently maintained.
3. The patient has the right to medical services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
4. A patient, or if the patient is unable to give informed consent, a responsible person, has the right to 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 actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he has previously given informed consent.
5. The patient has the right to the availability of caregivers trained in emergency care. The patient can expect emergency situations will be managed in a timely manner.
6. In an emergency arises after business hours, please call 610-374-4401 to reach the doctor on call or proceed to the nearest emergency room.
7. The patient has the right to receive care in a safe setting.
8. The patient has the right to be free from all forms of abuse and harassment. If a patient is adjudged incompetent under applicable state health and safety laws by a court or proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.
9. If a state or court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by the state law.
10. Any patient who does not speak English shall have access to an interpreter when it is requested five(5) business days before the date of service.
11. The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.

## *DIGNITY/PRIVACY*

1. The patient has the right to privacy concerning his or her own medical care. Case discussion, consultation, examination, and treatment are considered confidential and shall be discussed discretely with the patient.
2. Having respect for the patient's privacy will include these procedures: the patient will change into their gown in a restroom, procedure room, or curtained admitting area; all questions regarding the patient's medical condition and history will be confined to areas that ensure the most confidentiality, e.g., within the confines of the procedure room or at the patient's bedside in the recovery room; the cubicle curtains are always drawn between patients in the recovery and admit areas, and completely around the patient if he or she chooses to dress at their recovery room bedside.

## *CONFIDENTIALITY*

1. A patient has the right to have records pertaining to their medical care treated as confidential except as otherwise provided by law or third party contractual arrangements. No information will be disclosed to their parties without patient approval and/or notification.
2. Any information given to other offices or insurance companies is done with the patient's knowledge and approval.
3. The patient has the right to refuse release of their medical records.
4. All physicians and employees sign a statement of confidentiality that is kept in their credentialing file.

## *INFORMATION*

1. The patient has the right upon request, to be given the name of their attending physician, the names of any other physician directly participating in their care, and the names and functions of other health care personnel with whom they have had direct contact.
2. The patient has the right to request information regarding their provider's credentials.
3. The patient has the right to know what center rules and regulations apply to their conduct as a patient.
4. The patient has the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatment and possible complications (Consent, Discharge Instructions, Patient Education Handouts). When it is not medically advisable to give the information to the patient, the information shall be given on their behalf to a responsible person. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the procedure.
5. The Center shall provide the patient or designee of the patient, upon request, access to information contained in his or her medical records unless the attending practitioner specifically restricts access for medical reasons.
6. If an emergency arises and the patient is transferred to another facility, the responsible party shall be notified. The facility to which the patient is to be transferred shall be notified prior to the patient's transfer.
7. Patients have the right in advance of their procedure to have information regarding advance directives and to be aware of the facility's policy on advance directive.
8. The patient has the right to examine and receive a detailed explanation of his/her bill for their services.

*INFORMATION, cont.*

9. The patient has the right to expect that the Center will provide information for continuing health care requirements following discharge.
10. Patients have the right to inquire about fees for service and payment policies.
11. Patients have the right to be provided with appropriate information regarding the absence of malpractice insurance.
12. Patients have the right to be provided with accurate marketing and advertising information about the competence and capabilities of the organization.
13. Patients will be informed of their rights prior to their procedure date and the time of registration.
14. The patient rights will be presented in a comprehensible manner to either the patient or the patient's representative.

*PARTICIPATION IN CARE*

1. The patient has the right to actively participate in decisions about their care, except when such participation is contraindicated for medical reasons.
2. A patient may refuse to participate in a research project. A patient may refuse to continue in a program to which he or she had previously given informed consent.
3. A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of medical consequences of the patient's refusal of drugs or procedures.
4. Patients may also change physicians at their own discretion.
5. Patients have the right to express grievances or offer suggestions to improve care, including those required by state and federal regulations. Complaints should be registered through the State Department of Health or Medicare.

**THE PATIENT HAS THE RESPONSIBILITY TO DO THE FOLLOWING:**

*PROVIDE ACCURATE INFORMATION*

1. The patient is asked to provide current photo I.D. and insurance information for the registration process, provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements, and all allergies or sensitivities in giving their medical history prior to the procedure.
2. The patient has the responsibility to inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
3. The patient should be respectful of all the health care providers and staff as well as the other patients.

*PROVIDE ACCURATE INFORMATION...cont.*

4. The patient must provide a responsible adult 18 years of age or over to transport him/her home from the facility and remain with the patient 24 hours , if required by his or her provider.

*ASK QUESTIONS*

1. The patient is encouraged to ask any and all questions of the physician and staff in order that he or she may have a full knowledge of the procedure and aftercare.
2. The patient may ask questions about physician financial interests or ownership of the center.
3. Patients are encouraged to ask questions about services available at the organization.

*FOLLOW DIRECTIONS*

1. The patient is responsible for following any directions given pre-procedure, (e.g. the colon prep) and any written instructions given at discharge.
2. Follow treatment plan prescribed by his/her provider and participate in his/her care.

*ACCEPT FINANCIAL RESPONSIBILITY*

1. The patient is responsible for the payment of services if they have no insurance coverage, and the insured patient is responsible for that portion of the bill deemed by the insurance company to be their co-pay, deductible, or remaining responsibility.

*SUGGESTIONS AND CONCERNS*

We strive to live up to the standards and expectations listed in this document. If you feel that we have not done so, we encourage you to contact the facility administrator to voice your concerns at (610) 288-3229 x302. If you prefer, you can voice your complaint to the PA Department of Health or Medicare at the following addresses:

Department of Health  
Division of Acute & Ambulatory Care  
Room 532 Health & Welfare Building  
Harrisburg, PA 19120  
(800) 254-5164

Medicare Beneficiary Ombudsman  
1-800-MEDICARE  
1-800-633-4227  
[www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html)

*These rights and responsibilities are prominently displayed in the waiting area of the center.*

***BCDH IS A SMOKE FREE FACILITY***