

All patients seeking treatment or care have rights, which described below as the “Patient Bill of Rights”. Information on these rights is available to all patients at the time of registration. If patients have been judged to be incompetent in accordance with law, their physicians to be incapable of understanding their rights, are unable to communicate or, are unemancipated minors, these rights may be exercised by guardians, next-of-kin, or legally authorized persons on behalf of the patients.

**Patient Rights**

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of their attending practitioner, the names of all other practitioners directly participating in their care, and the names and functions of other health care persons having direct contact with patient.
3. A patient has the right to consideration of privacy concerning their own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for Medical reasons.
4. A patient has the right to have records pertaining to their medical care treated as confidential except as the otherwise provided by law or third-party contractual arrangements.
5. A patient has the right to know what surgery center rules and regulations apply to their conduct as a patient.
6. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. The patient has the right to express a grievance as required by law and to make suggestions to the facility.
8. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
9. The patient has the right to full information in layman’s terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it’s not medically advisable to give the information to the patient, the information shall be given on their behalf to a responsible person designated by the patient or to a legally authorized person.
10. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure.
11. A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when 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 they have previously given informed consent.
12. A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient’s refusal of drugs or procedures.
13. A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability or source of payment.
14. The patient who does not speak English shall have access, where possible, to an interpreter.
15. The patient has the right to be free from unnecessary use of physical and chemical restraint or seclusion as a means of coercion, convenience or retaliation and to be free from mental and physical abuse, harassment and /or exploitation.
16. The surgery center shall provide the patient, or patient designee, upon request, access to information contained in their records, unless access is specifically restricted by the attending practitioner for medical reasons.
17. The patient has the right to expect good management techniques to be implemented within the surgery center. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
18. 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.
19. The patient has the right to examine and receive a detailed explanation of their bill.
20. A patient has the right to expect that the surgery center will provide information for continuing health care requirements following discharge and the means for meeting them.
21. A patient has the right to be informed of their rights at the time of admission.
22. The patient has the right to receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
23. As an Adult patient or emancipated minor, you may convey in advance (advance directives) your wishes regarding extraordinary treatment or the person you would like to make decisions for you should you become unable to speak for yourself, and have Tri-State personnel comply with these directives.
24. A patient has the right to change providers if other qualified providers are available.

**Patient Responsibilities**

1. A patient should provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications including prescription and over the counter products and dietary supplements, pain, allergies, sensitivities and other matters relating to their health. Unexpected changes in conditions are also to be reported to the appropriate individual.
2. A patient should make it known to the appropriate people whether or not they clearly understand a contemplated course of action and what is expected.
3. A patient should follow the treatment plan recommended by the practitioner responsible for their care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner’s orders. The Patient is responsible for resulting outcomes if they refuse treatment or does not follow the practitioner’s instructions.
4. A patient should assure either personally or through a legally responsible party that the financial obligations of their stay fulfilled as promptly as possible.
5. The patient is responsible for being considerate of the rights of other patients and personnel, and for assisting in the control of noise, smoke and the number of visitors. The patient shall respect the property of others.
6. A patient should provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.

*We encourage you to be an informed consumer of health care services.  
Please do not hesitate to ask our staff questions pertaining to an aspect of your care at our facility.*

<p>If a patient has a concern about the quality of care provided, or feels that they were discharged too early they may contact:</p> <p align="center">Quality Net 777 East Park Drive P.O. Box 8310 Harrisburg, PA 17105-8310</p>	<p>Please forward any concerns to:</p> <p align="center">Tri-State Surgery Center Director of Clinical Services 80 Landings Drive, Ste. 101 Washington, PA 15301</p>	<p>A patient may address a concern to:</p> <p>Pennsylvania Department of Health Quality Assurance Complaint Hotline 1-800-254-5164 Stephanie Kirkpatrick, Supervisor Division of Nursing Care Facilities</p> <p align="center">Department of Health Room 526 Health and Welfare Building 625 Forster Street Harrisburg, PA 17120-0701 (717) 787-1816</p>
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**Patient Inquiries:** <http://www.hhs.gov/center/ombudsman.asp>

**Medicare Website:** <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>