

PATIENT BILL OF RIGHTS

- *A patient has the right to respectful care given by competent personnel.*
- *A patient has the right, upon request, to be given the name of his/her attending practitioner, names of all other practitioners directly participating in his/her care, and names & functions of other health care persons having direct contact with the patient.*
- *A patient has the right to consideration of privacy concerning his/her own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.*
- *A patient has the right to have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.*
- *A patient has the right to know what ASF rules and regulation apply to his/her conduct as a patient.*
- *The patient has the right to expect emergency procedures to be implemented without unnecessary delay.*
- *Patients have the right to good, quality care, & high professional standards which continually maintained & reviewed.*
- *The patient has the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternatives treatments and possible complications. When it is not medically advisable to give the information to the patient, it will be given on his/her behalf to the responsible person.*
- *Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of the procedure.*
- *A patient or, if the patient is unable to sign informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a 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/she has previously given informed consent.*
- *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.*
- *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.*
- *The patient who does not speak English shall have access, where possible, to an interpreter.*
- *The ASF shall provide the patient, or the patient designee, upon request, access to the information contained in his/her medical records, unless access is specifically restricted by the attending practitioner for medical reasons.*
- *The patient has the right to expect good management techniques to be implemented within the ASF. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.*
- *If an emergency occurs & a patient is transferred to another facility, the responsible person shall be notified prior to transfer.*
- *The patient has the right to examine and receive a detailed explanation of his bill.*
- *A patient has the right to expect that the ASF will provide information for continuing health care requirements following discharge & means for meeting them.*
- *A patient has the right to be informed of his rights at the time of admission.*

**For emergency notification or to report complaints contact:
Director, Division of Acute and Ambulatory Care State Health Department
State Office Bldg, Rm# 403, 300 Liberty Ave, Pittsburgh, PA 15222
412-565-5176 or 877-PA Health / <http://www.medicare.gov/Ombudsman/activities.asp>**