

Patients 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 attending physician, the names of all other physicians directly participating in his care, and the names and functions of other health care persons having direct contact with the patient.
- A patient has the right to every consideration of his privacy concerning his own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
- A patient has the right to have all records pertaining to his medical care treated as confidential except as otherwise provided by law or other third-party contractual arrangements.
- A patient has the right to know what hospital rules and regulations apply to his conduct as a patient.
- A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- A patient has the right to full information in layman's terms, concerning his diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not

medically advisable to give such information to the patient, the information shall be given on his behalf to the patient's next of kin or other appropriate person.

- Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
- A patient or, in the event the patient is unable to give informed consent, a legally responsible party, has the right to be advised when a physician is considering the patient as part of a medical care research program or donor program, and the patient, or legally responsible party, must give informed consent prior to actual participation in such a program. A patient, or legally responsible party, may, at any time, refuse to continue in any such program to which he has previously given informed consent.
- A patient has the right to refuse any drugs, treatment, or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient's refusal of any drugs, treatment, or procedure.
- A patient has the right to assistance in obtaining consultation with another physician at the patient's request and own expense.
- A patient has the right to medical and nursing services without discrimination based upon race,

color, religion, sex, sexual preference, national origin, or source of payment.

- The patient who does not speak English should have access, where possible, to an interpreter.
- The hospital shall provide the patient, or patient designee, upon request, access to all information contained in his medical records, unless access is specifically restricted by the attending physician for medical reasons.
- A patient has the right to expect good management techniques to be implemented within the hospital considering effective use of the time of the patient and to avoid the personal discomfort of the patient with appropriate management of pain.
- When medically permissible, a patient may be transferred to another facility only after he or his next of kin or other legally responsible representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
- A patient has the right to examine and receive a detailed explanation of his bill.
- A patient has the right to full information and counseling on the availability of known financial resources for his health care.
- A patient has the right to expect that the health care facility will provide a mechanism whereby he is informed upon discharge of

his continuing health care requirements following discharge and the means for meeting them.

- A patient cannot be denied the right of access to an individual or agency who is authorized to act on his behalf to assert or protect the rights set out in this section.
- A patient has the right to be informed of his rights at the earliest possible moment in the course of his hospitalization.

Additionally,

You Have the Right to:

- 1.) Formulate an advance directive or appoint a surrogate to assist with decision-making regarding your illness and treatment.
- 2.) Information on affiliations with other healthcare professionals and institutions.
- 3.) Assistance with transfer to another treatment facility if your attending physician or the beliefs, mission, and values of Holy Redeemer Hospital do not permit you to freely exercise your individual, cultural or spiritual beliefs.
- 4.) Practice any religious or cultural rites as long as they do not interfere with patient care.
- 5.) An ethics consult should you desire one.
- 6.) Know the resources available for protective services.

Patients Responsibilities

As a patient, you are expected to:

- Provide accurate and complete information about your present complaints, past medical illnesses, hospitalizations, surgeries, medications, and other matters relating to your health.
- Tell your health care providers whether you understand your treatment, plan of care, and what is expected of you.
- Help the physicians, nurses and other allied health personnel in their efforts to care for you by following their instructions and medical orders.
- Ask questions if you do not understand procedures or instructions.
- Be considerate of other patients by assisting in the control of noise in your room.
- Observe the no smoking policy of the hospital.
- Only take medications prescribed by your physician and administered by appropriate hospital personnel.
- Not use alcohol or non-prescribed medications while in the hospital.
- Request your visitors to comply with visiting hours.
- Respect the property of other persons and that of the hospital.

You may also refer complaints to: Pennsylvania Department of Health, Acute and Ambulatory Care Services, P.O. Box 90, Harrisburg, PA 17108-0090, or call them at 1-800-254-5164.