

ABINGTON SURGICAL CENTER

Patient Bill of Rights and Responsibilities

Revised: 4/2019, 9/20

Abington Surgical Center is committed to providing you with comprehensive health care in a manner which acknowledges your uniqueness and dignity. We encourage you and your family to have clear knowledge of, and to participate in, matters and decisions relating to your medical care.

You have a right to the following:

1. Information regarding your rights at time of admission
2. Respectful care given by competent personnel
3. The name, upon request, of your attending physician and all other practitioners participating directly in your care; names and functions of other healthcare staff having direct contact with you
4. Privacy concerning your own medical care program; confidential and discreet case discussion, consultation, examination, and treatment
5. Confidentiality of records pertaining to your medical care except as otherwise provided by law or third-party contractual arrangements
6. Information concerning what facility rules and regulations apply to your conduct as a patient
7. Emergency procedures to be implemented without unnecessary delay
8. Good quality care and high professional standards that are continually maintained and reviewed
9. Full information about alternative treatments and possible complications except in cases where it is not medically advisable to give you that information in which case it shall be given on your behalf to the responsible person
10. Necessary informed consent obtained by your physician prior to the start of a procedure except in cases of emergency
11. Informed consent prior to actual participation in any medical care research program or donor program for which your physician is considering you (to be supplied by the responsible person if you are unable); the right to refuse to continue in a program to which you or your responsible person has previously given informed consent
12. Refusal of drugs or procedures, to extent permitted by statute; information regarding medical consequences of refusal by your physician
13. Medical and nursing services without discrimination based upon age, race, color, religion, gender, sexual orientation, national origin, handicap, disability or source of payment
14. Access, whenever possible, to an interpreter if you do not speak English
15. Access to information contained in your medical records unless specifically restricted by your physician for medical reasons in which case access will be granted to your designated representative

16. Good management techniques that make effective use of your time and avoid your discomfort
17. Notification to your designated representative should an emergency occur requiring your transfer to another facility; notification to the receiving facility in advance of your transfer
18. Information for continuing health care requirements and means of meeting them following discharge
19. Expression of complaint, and response to significant complaint, by you or family member about any aspect of care without compromising your treatment or future access to care
To file a complaint with the facility, contact the center's Executive Administrator or to the state: Pennsylvania Department of Health, 1-800-254-5164, 7th Forster Avenue, Room 532 Health and Welfare Building, Harrisburg, Pa 17120
20. For our Medicare beneficiaries, the website for the office of Medicare Ombudsman is : <https://www.Medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
21. Detailed explanation of your bill; and an opportunity to examine it

Patient Responsibilities

1. Provide physicians and staff involved in your care with complete and accurate information regarding past and present health issues, medications, and treatments. Include all allergies, over the counter medications, dietary supplements and herbal supplements.
2. Be considerate and respectful to **Abington Surgical Center** personnel and other patients. Ask your visitors to be considerate, as well, and to refrain from making excessive noise, particularly in-patient care areas.
3. Follow all pre-operative instructions regarding time of arrival, and diet and medication restrictions.
4. Provide insurance information necessary for processing your **Abington Surgical Center** bill; plan for payment of health care bills as soon as possible.
5. Keep your appointments with us. If necessary, to cancel, contact **Abington Surgical Center** as soon as possible, so we may adjust our schedule.
6. Arrange for adult family member or friend to assist you at time of discharge.