Patient Rights

Responsibilities

As a patient of this hospital, or as a family member or guardian of a patient at this hospital, we want you to know the rights you have under federal and state law. We want you to know that as soon as possible in your hospital stay. We are committed to honoring your rights, and want you to know that by taking an active role in your health care, you can help your hospital caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.

YOUR RIGHTS

As a patient, you or your legally responsible party, have the right to care without the discrimination due to age, AIDS or HIV status, ancestry, color, disability, education, gender identity, income, language, marital status, national origin, race, religious creed, sex, sexual orientation, union membership, or who will pay your bill. As our patient, you have the right to safe, respectful, and dignified care at all times. You will receive services and care that are medically suggested and within the hospital’s services, its state license, and federal and regulation.

COMMUNICATION
You have the right to:
- Have a family member, another person that you choose, and your doctor notified when you are admitted to the hospital. Receive information in a way you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your health care. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.

INFORMED DECISIONS
You have the right to:
- Receive information about your current health, care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed about proposed care options including the risks and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected. You may need to sign your name before the start of any procedure and/or care. "Informed consent" is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care.
- Make choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically necessary.
- Refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.
- Expect the hospital to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.
- Decide to take part or not take part in research or clinical trials for your condition, or donor programs, that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.

VISITATION
You have the right to:
- Decide if you want visitors or not while you are here. The hospital may need to limit visitors to better care for you or other patients.
- Designate those persons who can visit you during your stay. These decisions may be revoked.
- Designate a support person who may determine who can visit if you become incapacitated.

ADVANCE DIRECTIVES
As a patient, family member, or guardian, you have the right to:
- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care. You have the right to have hospital staff comply with these directives.
- Ask about advance directives and making decisions about your care, including resolving any conflicts that might arise such as, deciding against, withdrawing, or withholding care.

CRISIS PLANNING
You have the right to:
- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive in the hospital.
- Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the hospital.
- Receive a prompt and safe transfer to the care of others when this hospital is not able to meet your request or need for care or service.
- You base the transfer to another health care facility might be required, as well as learning about other options for care.
- The hospital cannot transfer you to another hospital unless that hospital has agreed to accept you.

CARE DELIVERY
You have the right to:
- Expect emergency procedures to be implemented without unnecessary delay.
- Receive care in a safe setting free from any form of abuse, harassment, or neglect.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names of doctors and nurses providing care to you and the names and roles of other health care workers and staff that are caring for you.
- Request a consultation by another health care provider.
- Receive proper assessment and management of pain, including the use of pain medication.
- Receive care free from restraints or seclusion unless necessary to protect you or others.
- Receive efficient and quality care with high professional standards that are evidence based.

PRIVACY AND CONFIDENTIALITY
You have the right to:
- Limit who knows about your being in the hospital.
- Be interviewed, examined, and discuss your care in places designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all conversations and records related to care, including who is paying for your care, to be treated as private.
- Receive and review copies of your medical record unless restricted for medical or legal reasons.

HOSPITAL BILLS
You have the right to:
- Review, obtain, review, and receive a detailed explanation of your medical record and charges.
- Receive information and counseling on ways to help pay for the hospital bill.
- Request information about any business or financial arrangements that may impact your care.

Please feel free to ask questions about any of these rights that you do not understand. If you have questions about these rights, please discuss them with your doctor or nurse or the hospital’s Customer Relations Department. You will receive a personal response.

CITIZENSHIP
As a patient, family member, or guardian, you have the right to:
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Promote your own safety by becoming an active, involved, and informed member of your health care team.
- Ask questions if you are concerned about your health or safety.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Remind staff to check your identification before medications are given, blood/blood products are administered, blood samples are taken, or any other procedure.
- Remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask all hospital staff to identify themselves.

CHARGES
As a patient:
- You are responsible for your actions if you refuse care or do not follow care instructions.

FINANCIAL RESOURCES
As a patient, family member, or guardian:
- You have the right to:
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for health care, and any organ/tissue donation, to the hospital. You and your family/guardian have the right to:
- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand.
- To share your concerns with the hospital, please contact the hospital’s Customer Relations Department to speak with a Patient Representative.

COMPLAINTS, CONCERNS, AND QUESTIONS
You and your family/guardian have the right to:
- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand.
- To share your concerns with the hospital, please contact the hospital’s Customer Relations Department to speak with a Patient Representative.

Customer Relations: 717-782-5503

The Pennsylvania Department of Health is also available to assist you with any questions or concerns about your hospital care. You can reach the Department of Health by calling: 800-254-5164 or writing: Acute and Ambulatory Care Services Pennsylvania Department of Health Room 332 Health and Welfare Building 625 Forster Street Harrisburg, PA 17120

You may also contact The Joint Commission, a hospital accreditation organization at: The Joint Commission Office of Quality Monitoring One Renaissance Boulevard Oakbrook Terrace, IL 60181 800-994-6450 or complaint@jointcommission.org

An Important Message from Medicare Medicare patients have the right to report any concerns regarding quality of care, coverage decisions, or premature discharge to the Quality Improvement Organization (QIO). You can report these concerns by calling: Livanta at 1-888-855-5440 or at 1-888-866-8229