



Patient's Bill of Rights

Patient's Rights:

1. A patient has the right to respectful care given by competent personnel in a safe environment free from all forms of abuse and harassment.
2. A patient has the right, upon request, to be given the name of his/her Healthcare Provider and the names and functions of all other Healthcare Professionals and personnel directly participating in his/her care.
3. A patient has the right to every consideration of his/her privacy concerning his/her own medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly.
4. 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. Except when required by law, patients are given the opportunity to approve or refuse release of their records.
5. A patient has the right to know what the Center rules and regulations apply to his/her conduct as a patient.
6. A patient has the right to expect emergency procedures to be implemented without unnecessary delay. A patient also has the right to be informed about the Center's provisions for emergency and after hours care. A patient has the right to be informed of the Center's policy with regard to advance directives.
7. 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 receive information regarding the Center's credentialing policies. And to know the credentials of the health care professionals.
8. A patient has the right to full information, in lay terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his/her behalf to the patient's next of kin or other appropriate and authorized person. If a patient is adjudged incompetent under the law, the rights of the patient are exercised by the person appointed by the state to act of the patient's behalf. If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with the law may exercise the patient's rights.
9. Except for emergencies, the Healthcare Professional shall obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
10. A patient or, in the event the patient is unable to give informed consent, legally responsible party, has the right to be advised when a Healthcare Professional 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 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.
11. A patient has the right to refuse drugs, treatment, or procedures offered by the Center, to the extent permitted by law, and Healthcare Professional shall inform the patient of the medical consequences of the patient's refusal of drugs, treatment or procedures. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, gender, disability, sexual preference, national origin, or source of payment.
12. A patient who does not speak English shall have access where possible, to an interpreter.
13. The Center shall provide the patient, or patient designee, upon request, access to the information contained in his/her medical records, unless the Healthcare Professional for medical reasons specifically restricts access.
14. A patient has the right to good management techniques to be implemented with the Center considering the effective use of time of the patient and to avoid the personal discomfort of the patient.
15. When medically advisable, a patient may be transferred to another facility. His or her next of kin or other legally responsible representative will be provided with 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.
16. A patient has the right to examine and receive a detailed explanation of his/her bill, and to receive information for services rendered according to the Center's payment policy.
17. A patient has the right to expect that the Center will provide information for continuing health care requirements following discharge and the means for meeting them.
18. A patient has the right to be informed of his/her rights at the time of admission.

Patient's Bill Of Rights (continued)



Patient's Rights: (continued)

19. Marketing material does not mislead patients regarding the Center's capabilities or competence.
20. A patient has the right to be informed of procedures for expressing suggestions and policies regarding grievance procedures.
21. Patients are informed of their right to change their provider if other qualified providers are available.
22. Patients are provided with appropriate information regarding the absence of malpractice insurance coverage.
23. Patients are informed about procedures for expressing suggestions, complaints, and grievances, including those required by state and federal regulations. Patients have the right to submit a grievance either verbally or in writing to: AFP Surgery Center, 142 John Robert Thomas Drive, Exton, PA 19341. Our Phone #610-524-3338. You will receive a written notice of decision within 14 calendar days describing the steps taken to investigate, the results, and the completion date.

Patients' Responsibilities

Patients are expected to:

1. Patients have the responsibility to abide by all the rules and regulations of the ASC.
2. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
3. Follow the treatment plan prescribed by his/her doctor.
4. Tell their health care professional whether they understand the treatment, plan of care, and what is expected of the patient.
5. Help the Healthcare Professionals, nurses, and other personnel in their efforts to care for patients by following their instructions and medical orders.
6. Observe the no smoking policy of the Center.
7. Provide a responsible adult to transport him/her home from the facility and remain with him/her for twenty four (24) hours, if required by his/her provider.
8. To inform his/her provider about any living will, medical power of attorney, or other advanced directive that could affect his/her care. For more information on advanced directives, visit www.aarp.org/content/dam/aarp/relationships/caregiving/2011_01/ad/Pennsylvania.pdf
9. Accept personal financial responsibility for any charges not covered by his/her insurance.
10. Be respectful of all health care professional and staff, as well as other patients.

It is always best to make every effort to address patient/visitor complaints internally through discussion, investigation and potential action by/ among Center personnel and the patient/visitor. Therefore, in accord with Administrative policy 341, any and all patient/visitor complaints should initially be brought to the attention of Center personnel such as the Medical Director, Chief Operating Officer or Director of Nursing. If necessary, patients wishing to register a complaint regarding the Center with the Pennsylvania Department of Health may do so by calling 1-800-254-5164. You may also email a complaint to Complaint@dhss.mo.gov. Phone #573-751-6303. The website for the Office of the Medicare Beneficiary Ombudsman is <https://www.medicare.gov/claims-appeals/file-a-complaint/filing-complaints-about-a-doctor-hospital-or-provider>

FINANCIAL INTEREST/OWNERSHIP: Jason S. Hearn, DPM

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