

PATIENT BILL OF RIGHTS

The purpose of this policy is to establish guidelines for Carbon-Schuylkill Endoscopy Center patient's rights. Copies of the Bill of Rights shall be given to all patients or responsible party upon admission and shall be displayed prominently in the waiting area.

Policy

1. A Patient has the right to respectful care given by competent personnel.
2. A Patient has the right, upon request, to be given the name of his attending practitioners, the names of all other practitioners directly participating in his care, and the names and functions of other health care persons having direct contact with the patient.
3. A Patient has the right to consideration of privacy concerning his own medical care program. Case discussions, consultation, examination, treatment and medical records are considered confidential and shall be handled discreetly.
4. A Patient has the right to confidential disclosures and records of his medical care except as otherwise provided by law or third party contractual arrangement.
5. A Patient has the right participate in decisions involving his health care except when such participation is contraindicated for medical reasons.
6. A Patient has the right to know what Center rules and regulations apply to his conduct as a patient.
7. The Patient has the right to expect emergency procedures to be implemented without unnecessary delay.
8. The Patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
9. The Patient has the right to full information, in layman's terms, concerning diagnosis, evaluation, 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 behalf to the person designate^{3d} by the patient or to a legally authorized person.
10. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure.
11. If the patient is unable to give consent, a legally authorized person has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or

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donor program. The patient or responsible person shall give informed consent prior to participation in the program. The patient or responsible person may refuse to continue in a program to which he has previously informed consent.

12. A Patient has the right to refuse drugs or procedures, to the extent permitted by status. A practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
13. 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.
14. The Patient who does not speak English shall have access, where possible, to an interpreter.
15. The Center shall provide the patient, or patient designees, upon request, access to the information contained in his/her medical records, unless the attending practitioner for medical reasons specifically restricts access.
16. The Patient has the right to expect good management techniques to be implemented within the Center. These techniques shall make effective use of time for the patient and avoid personal discomfort of the patient.
17. When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
18. The Patient has the right to examine and receive a detailed explanation of his bill.
19. 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.
20. The Patient is informed of his/her right to change primary or specialty physician, if another qualified physician is available.
21. The Patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.
22. A Patient has the right to be informed of his rights at the time of admission.

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Complaints can be made with:

Marie Kurchak
Carbon-Schuylkill Endoscopy Center
400 South 9th Street
Lehighon, Pa 18235
610-377-9680

You may also choose to contact the licensing agency of the state:

Department of Health
Attn: Secretary DOH
8th floor West
Health and Welfare Bldg
Harrisburg, Pa 17108
717-787-6436

You can also reach the Medicare Beneficiary Ombudsman @ www.medicare.gov