

PATIENT BILL OF RIGHTS:

1. The patient has the right to considerate, respectful, high quality care, and professional standards that are continually maintained and reviewed.
2. The patient has the right to reasonable continuity of care and to know in advance the time and location of appointment.
3. The patient has the right to reasonable responses to any reasonable request he/she may make for service.
4. The patient has the right to know the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will have direct contact with him/her. Full disclosure of any financial interest will be provided.
5. A patient has the right to medical and nursing services without regard to age, culture, religion, sex, sexual preference, national origin, handicap, disability or source of payment.
6. The patient has the right to know which facility rules and policies apply to his/her conduct as a patient.
7. The patient has the right to expect emergency procedures to be implemented without unnecessary delay per Advanced Directive Policy.
8. A patient has the right, when an emergency occurs and the patient is transferred to another facility, to have his/her responsible person notified of the transfer by the ASC. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
9. The patient has the right to participate actively in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to refuse treatment.
10. A patient has the right to the extent permitted by law, to refuse drugs, treatments or procedures, and the patient's practitioner shall inform the patient of the medical consequences of the patient's refusal of same.
11. The patient has the right to leave the facility even against the advice of his/her physician.
12. The patient has the right to receive information from his/her surgeon about his/her illness, his/her course of treatment and his/her prospects for recovery in terms that he/she can understand.
13. A patient has the right to have all his/her rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient after confirmed verification of rights.
14. A patient has the right to receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each. When it is not medically advisable to provide such information to the patient, the information shall be given on his/her behalf to the patient's next of kin or other responsible person upon verification of rights.
15. Except for emergencies, the surgeon must obtain the necessary informed consent from the patient, or patient's surrogate, prior to the start of a procedure. Informed consent is defined in Section 103 of the act (40 P.S., 1301.103) and in PASC Policy & Procedure, "Patient Information".
16. A patient, (or in the event the patient is unable to give informed consent, a legally responsible person with confirmed verification of rights), has the right to be advised when a surgeon is considering the patient as part of a medical care research program or donor program, and the patient, or responsible person, must give informed consent prior to actual participation in such a program. A patient, or the patient's legally responsible person, has the right to refuse to participate in such research projects without compromising access to care. A patient, or the patient's legally responsible person, has the right, at any time to refuse to continue in a program to which he/she has previously given informed consent. This is considered a non-routine disclosure of Protected Health Information and will require patient written authorization.
17. A patient has the right to have access, where possible, to an interpreter.

18. A patient has the right to expect good management techniques to be implemented within the ASC. These techniques shall make effective use of the time of the patient and avoid personal discomfort of the patient.
19. A patient has the right to be informed by his/her physician or a delegate of his/her physician of the continuing health care requirements following his/her discharge from the facility.
20. A patient has the right to be informed of his/her rights prior to time of admission.
21. A patient has the right to be notified in writing of a serious event within seven (7) days of the occurrence or discovery of the occurrence.
22. The patient has the right to expect internal procedures to be enforced to protect and secure his Protected Health Information as required under the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
23. The patient has the right of full consideration of privacy concerning his/her own health information. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
24. The patient has the right of confidential treatment of all communications and records pertaining to his/her medical care in the facility, except as otherwise provided by law or third party contractual arrangements. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly involved in treatment, payment or routine health care operations.
25. A patient has the right to have Pocono Ambulatory Surgery Center provide the patient, or his/her designated person, upon request, access to the information contained in the patient's medical records, unless access is specifically restricted by the attending physician for medical reasons or where such access is prohibited by law.
26. A patient has the right to examine and receive an explanation of his/her bill regardless of source of payment.
27. The patient will be furnished a written copy of this "Patient Bill of Rights" and "Patient Notice of Privacy Practices" which describes the ASC practices with respect to Protected Health Information as required by HIPAA.

QUESTIONS AND/OR COMPLAINT PROCESS

**If you have any questions and would like additional information about our practices, you may contact:
POCONO AMBULATORY SURGERY CENTER.**

**If you believe your rights have been violated, you can submit a written grievance describing the
circumstances surrounding the violation to:**

**POCONO AMBULATORY SURGERY CENTER, Administrative Director
One Veterans Place, Stroudsburg, PA 18360
570-421-4978**

or

**Pennsylvania Department of Health
Division of Acute and Ambulatory Care
7th and Forrester Streets
Harrisburg, PA 17120
717-783-1379**

or

**Center for Medicare and Medicaid Services
www.cms.hhs.gov/ombudsman/resources.asp
1-800-633-4227**

YOU WILL NOT BE PENALIZED FOR FILING ANY COMPLAINT

Our Mission is to provide skilled professional and individualized health care.

