

PATIENT'S BILL OF RIGHTS**THE PATIENT HAS THE RIGHT TO:**

1. Be informed of his/her rights at the time of admission.
2. Know what rules and regulations apply to his/her conduct as a patient.
3. Have good quality care and high professional standards that are continually maintained and reviewed.
4. Medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
5. Upon request, to be given the names of his attending physician, the names of all other physicians directly participating in his care, and the names and functions of other health care persons providing direct care contact with the patient.
6. Choose another provider.
7. Consideration of privacy concerning his/her own medical treatment. Case discussion, consultation, examination, treatment and changing are considered confidential and shall be conducted discreetly.
8. Have records pertaining to his medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
9. Upon request, provide the patient, or patient designee to the information contained in his medical records, unless the attending practitioner for medical reasons specifically restricts access.
10. Examine and receive a detailed explanation of his/her bill.
11. Have all information concerning diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications provided in layman's terms. When it is not medically advisable to give the information to the patient, the information shall be given on his/her behalf to a responsible person.
12. Refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patients' refusal of drugs or procedures.
13. Except for emergencies, all practitioners shall obtain the necessary informed consent prior to the start of the procedure.
14. Have access to an interpreter for any patient who does not speak English or uses sign language for all communication between physicians, nursing, and other personnel who would have contact with the patient.
15. The expectation that the ambulatory surgery center will provide information for continuing health care requirements following discharge and the instructions for meeting them.
16. Expect emergency procedures to be implemented without unnecessary delay.
17. When an emergency occurs, and the patient is to be transferred to another facility, the patient's responsible person shall be notified. The institution to which the patient is to be transferred shall also be notified prior to the patient's transfer. If necessary 911 will be called to expedite any transfer to other facility and provide continued emergency care.
18. Expect good management techniques to be implemented within the Center. These techniques shall make effective use of the patient's time and avoid the personal discomfort of the patient.
19. Information on the grievance procedure to resolve a complaint or concern and to know that presentation of such will not compromise the present or future care of the patient.
20. Contact the Clinical Nurse Manager or Executive Director of Keystone to discuss any grievance at the phone number listed above. If necessary the patient may contact the Department of Health Hotline at 1-800-254-5164 or contact Medicaid at <https://www.cms.gov/Medicare/Appeals-and-Grievances/MMCAG/Grievances.html> to file any grievance.

THE PATIENT HAS THE RESPONSIBILITY TO:

1. Provide accurate information about their health, medications taken, allergies and sensitivities.
2. Question the physician, nursing, administration and/or staff if any procedure, treatment, form, or information is unclear and requires further explanation for clarification.
3. Be courteous to our staff and other patients or visitors.
4. Inquire about policies concerning referrals, fees and payments that are the responsibility of the patient and/or responsible party.
5. Seek, if necessary, appropriate emergency medical care post treatment via the treating physician and/or the patient's local hospital emergency room.
6. Provide post procedure transportation from the Center to their home or care facility by someone other than themselves. NOTE: PATIENT WILL NOT BE PERMITTED TO DRIVE HIM/HERSELF HOME AFTER PROCEDURE.