

SCA Health

Patient Rights and Responsibilities

SCA observes and respects a patient's rights and responsibilities without regard to age, race, color, sex, national origin, religion, culture, physical or mental disability, personal values or belief systems

The patient has the right to:

- A patient has the right, upon request, to be given the name of his attending practitioner, the names of all other practitioners directly participating in his/her care, and the names and functions of other health care persons having direct contact with the patient.
- A patient has the right to consideration of privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
- A patient has the right to have records pertaining to his medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
- A patient has the right to know what ASF rules and regulations apply to his conduct as a patient.
- Expect the facility to disclose, when applicable, physician financial interests or ownership in the facility.
- The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- The patient has the right to full information in layman's 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 behalf to a responsible person.
- Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure.
- A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when practitioner is considering the patient as part of a medical care research program or doctor program, and the patient or responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he has previously given informed consent.
- A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- 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.
- Access to language assistance service, free of charge, by a qualified interpreter for individuals with limited English proficiency or individuals with a disability.
- The ASF shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
- The patient has the right to expect good management techniques to be implemented within the ASF. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the time of the patient.
- 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.
- The patient has the right to examine and receive a detailed explanation of his bill.
- A patient has the right to expect that the ASF will provide information for continuing health care requirement following discharge and the means for meeting them.
- A patient has the right to be informed of his rights at the time of admission.
- Expect the facility to establish a process for prompt resolution of patients' grievances and to inform each patient whom to contact to file a grievance.

The patient is responsible for:

- Being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.
- Respecting the property of others and the facility.
- Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her.
- Keeping appointments and, when unable to do so for any reason, notifying the facility and physician.
- Providing a responsible adult to transport you home from the facility and remain with you for 24 hours if required by your provider.
- Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition or any other patient health matters.
- Observing prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeiting the right to care at the facility and is responsible for the outcome.
- Promptly fulfilling your financial obligations to the facility, including charges not covered by insurance.
- Identifying any patient safety concerns.

You may contact the following entities to express any concerns, complaints or grievances you may have.

CENTER	BETH WILLIAMS, ADMINISTRATOR (717) 731-5444
STATE AGENCY	ACTING DEPUTY SEC. FOR QUALITY ASSURANCE PENNSYLVANIA DEPARTMENT OF HEALTH BUREAU OF FACILITY LICENSURE AND CERTIFICATION DIVISION OF ACUTE AND AMBULATORY CARE Forum Place, 555 Walnut Street, 7 th floor Suite 701 HARRISBURG, PA 17101 (800) 254-5164
MEDICARE	OFFICE OF THE MEDICARE BENEFICIARY OMBUDSMAN www.cms.hhs.gov/center/ombudsman.asp
OFFICE OF CIVIL RIGHTS	US Department of Health and Human Services Office of Civil Rights 200 Independence Avenue SW, Room 5097 HHH Building Washington D.C. 20201 (800) 368-1019 (800) 537-7697 (TDL) www.ocrportal.hhs.gov/ocr/portal/lobby.jsf
ACCREDITING ENTITY	AAAH (Accrediting Association for Ambulatory Health) 5250 Old Orchard Road, Suite 200 Skokie, IL 60077 847-853-6060 www.aaahc.org