

Gamma Surgery Center

Patient Bill of Rights in an Ambulatory Surgical Facility (ASF) and Ownership Disclosure

- (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 or her attending practitioner, the names of all other practitioners directly participating in his or her 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 or her own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
- (4) A patient has the right to have records pertaining to his or her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
- (5) A patient has the right to know what ASF rules and regulations apply to his or her conduct as a patient.
- (6) The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- (7) The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- (8) The patient has the right to full information in layman's terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments, possible complications and expected outcome before a procedure is performed. When it is not medically advisable to give the information to the patient, the information shall be given on his or her behalf to the responsible person.
- (9) Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure. Informed consent is defined in section 103 of the Health Care Services Malpractice Act (40 P. S. § 1301.103).
- (10) A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor 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 or she has previously given informed consent.
- (11) 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.
- (12) 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.
- (13) The patient who does not speak English shall have access, where possible, to an interpreter.
- (14) The ASF shall provide the patient, or patient designee, upon request, access to the information contained in his or her medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
- (15) 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 patient.
- (16) 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.
- (17) The patient has the right to examine and receive a detailed explanation of his or her bill.
- (18) A patient has the right to expect that the ASF will provide information for continuing health care requirements following discharge and the means for meeting them.
- (19) A patient has the right to be informed of his or her rights at the time of admission.
- (20) A patient has the right to expect personnel who care for the patient to be friendly, considerate, and respectful and qualified through education and experience, as well as perform the services for which they are responsible with good quality care and high professional standards that are continually maintained and reviewed.
- (21) A patient has the right to expect full recognition of individuality, including personal privacy in treatment and care. In addition, all communications and records will be kept confidential.
- (22) A patient has the right to complete information, to the extent known by the physician, regarding diagnosis, treatment, procedure and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment and procedure.

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(23) A patient has the right to be fully informed of the scope of services available at the facility, provisions for after-hours and emergency care and related fees for services rendered.

(24) A patient has the right to be a participant in decisions regarding the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.

(25) A patient has the right to make informed decisions regarding his or her care.

(26) A patient has the right to refuse treatment to the extent permitted by law and be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility.

(27) A patient has the right to approve or refuse the release of medical records to any individual outside the facility, expect in the case of transfer to another facility, or as required by law or third payment contract.

(28) A patient has the right to be informed of any human experimentation or other research/educational projects affecting his or her other care or treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.

(29) A patient has the right to express grievances/complaints regarding treatment of care that is (or fails to be) provided

(30) A patient has the right to be free from any act of discrimination of reprisal.

Any complaints may be reported to any of the following offices:

Department of Health Quality Assurance
Pennsylvania Department of Health

Room 532 Health and Welfare Building
625 Forster Street
Harrisburg, PA 17120-0701
Quality Assurance Complaint Hotline
Phone: 800-254-5164
www.health.state.pa.us

Gamma Surgery Center
Administrator: Lisa Rumbaugh
Phone: 412-963-7917 Fax: 412-963-7918
lrumbaugh@uspi.com

Office of the Medicare Beneficiary Ombudsman
www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

or call 1-800-633-4227. If you are hearing impaired, call the TTY/TDD line toll-free at 1-877-486-2048. If a patient has concerns about the quality of care provided or feels that they were discharged too early they may contact:
Quality Net
777 East Park Drive. P.O. Box 8310
Harrisburg, PA 1710-8310

Gamma Surgery Center
Clinical Director: Patricia Ober
Phone: 412-963-7917 Fax: 412-963-7918
pober@uspi.com

Patient Responsibilities:

- 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 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 his or her financial obligations to the facility.
- Payment to facility for copies of the medical records the patient may request.
- Identifying any patient safety concern.

Ownership Disclosure: The following physicians have an ownership interest in this ASF. You are free to choose another facility in which to receive services. Paul Lieber, MD; Marc Adelsheimer, MD; Eugene Bonaroti, MD; Lawrence Biskin, MD

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