



Patient Rights and Responsibilities	PPI-RI-01
Rights and Responsibilities Manual	Effective Date: January 2025

SCOPE AND PURPOSE, *The document is applicable to the people and processes of the following Penn State Health components specified below:*

<input type="checkbox"/> Penn State Health Shared Services	<input type="checkbox"/> Penn State College of Medicine
<input type="checkbox"/> Milton S. Hershey Medical Center	<input type="checkbox"/> Milton S. Hershey Medical Center - Academic Practice
<input type="checkbox"/> St. Joseph Medical Center	<input type="checkbox"/> Medical Group - Community Practice Division
<input type="checkbox"/> Holy Spirit Medical Center	<input type="checkbox"/> Penn State Health Life Lion, LLC
<input type="checkbox"/> Hampden Medical Center	<input checked="" type="checkbox"/> Pennsylvania Psychiatric Institute
<input type="checkbox"/> Lancaster Medical Center	

POLICY AND PROCEDURE STATEMENTS

I. PURPOSE

- A. To assure that patients of the Pennsylvania Psychiatric Institute (“PPI”) are informed of their rights and responsibilities

II. POLICY

- A. PPI is committed to delivering quality medical care to all patients.
- B. PPI’s goal is to provide effective and compassionate medical care in fulfilling its mission, vision and values, while adhering to its policies and procedures, and applicable laws and regulations.
- C. The patient’s right and responsibilities set forth in this policy are endorsed by PPI’s Board of Directors, Medical Staff, and Management, and apply to all patients and their designated and legal representatives.

III. PROCEDURE

A. A patient has the right:

- 1. To be treated with dignity and respect.
- 2. To retain all civil rights that have not been specifically curtailed by order of court.
- 3. To unrestricted and private communication inside and outside of PPI including the following rights:
 - I. To a peaceful assembly and to join with other patients to organize a body of or participate in patient government when patient government has been determined to be feasible by PPI.
 - II. To be assisted by any advocate of the patient’s choice in the assertion of the patient’s rights and to see a lawyer in private at any time.
 - III. To make complaints and to have the patient’s complaints heard and adjudicated promptly.
 - IV. To receive visitors of the patient’s own choice at reasonable hours unless PPI’s treatment team has determined in advance that a visitor or visitors would seriously interfere with the patient’s or others’ treatment or welfare.
 - 1) The right to receive visitors includes, but is not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend.

- 2) The patient has the right to withdraw or deny the patient's consent to any visitor at any time.
 - 3) PPI may not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or identity.
 - 4) PPI will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
- V. To receive and send unopened letters and to have outgoing letters stamped and mailed. Incoming mail may be examined for good reason in the patient's presence for contraband. Contraband means specific property which entails a threat to the patient's health and welfare or to the hospital community.
- VI. To have access to a telephone designated for patient use.
4. To practice the religion of the patient's choice or to abstain from religious practices.
 5. To keep and use personal possessions, unless it has been determined that specific personal property is contraband. The reasons for imposing any limitations and its scope must be clearly defined, recorded and explained to the patient. The patient has the right to sell any personal article that the patient made and keep the proceeds from its sale.
 6. To handle the patient's personal affairs including making contracts, holding a driver's license or professional license, marrying, or obtaining a divorce and writing a will.
 7. To participate in the development and review of the patient's treatment plan.
 8. To receive treatment in the least restrictive setting within PPI necessary to accomplish treatment goals.
 9. To be discharged from the facility as soon as the patient no longer needs care and treatment.
 10. Not to be subjected to any harsh or unusual treatment and to be free from all forms of abuse, harassment, or corporal punishment.
 11. To be discharged if the patient has been involuntarily committed in accordance with civil court proceedings, and the patient is not receiving treatment, the patient is not dangerous to himself or herself or others, and the patient can survive safely in the community.
 12. To be paid for any work the patient does which benefits the operation and maintenance of PPI in accordance with existing Federal wage and hour regulations.
 13. To participate in the development and implementation of the patient's plan of care.
 14. To formulate advance directives and to have PPI staff and practitioners who provide care at PPI comply with those directives in accordance Pennsylvania and federal law and regulations. See, Policy PPI-RI-07, Advance Healthcare Directives.
 15. To have a family member or representative of the patient's choice and the patient's own physician notified promptly of the patient's admission to PPI.
 16. To personal privacy.
 17. To receive care in a safe setting.
 18. To the confidentiality of the patient's clinical records.
 19. To access information contained in the patient's clinical records within a reasonable time, frame in accordance with the federal Health Insurance Portability and Accountability Act's Privacy Rule (the "Privacy Rule.") PPI must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as PPI's record keeping system permits in accordance with the Rule. See, Policy PPI-RI-28.1, Right to Request Access to Protected Health Information.
 20. To be free from restraint or seclusion, of any form, imposed as a means of coercion,

discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time. The patient has the right to safe implementation of restraint or seclusion by trained staff. See, Policy PPI-CM-5.02, Behavioral Use of Physical Restraints and Seclusion.

21. The patient or the patient's representative (as allowed under Pennsylvania law) has the right to make informed decisions regarding the patient's care. The patient's rights include being informed of the patient's health status, being involved in care planning and treatment, and being able to request or refuse treatment. The patient's rights set forth in this section are subject, however, to the provisions of the Pennsylvania Mental Health Procedures Act regarding involuntary commitment to PPI. Moreover, the rights set forth in this section must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

B. Implementation of Patients' Rights

1. PPI will protect and promote each patient's rights.
2. PPI will inform each patient, or when appropriate, the patient's representative (as allowed under Pennsylvania law), of the patient's rights, in advance of furnishing or discontinuing patient care whenever possible.
3. PPI will maintain a process for prompt resolution of patient grievances and will inform each patient whom to contact to file a grievance. The grievance includes, but is not limited to, a mechanism for timely referral of patient concerns regarding quality of care or premature discharge to the appropriate Utilization and Quality Control Quality Improvement Organization. See, Policy PPI-RI-30, Grievances and Complaints; and Policy PPI-RI-04, Disability Grievance Policy.
4. Upon voluntary or involuntary admission to PPI, each patient will be given a copy of the summary statement of the Bill of Rights, Form MH-782 published by the Pennsylvania Department of Human Services entitled You Have a Right to be Treated with Dignity and Respect.
 - A) The rights contained in Form MH-782 will explain to the extent feasible to persons who cannot read or understand them.
5. Within 72 hours of admission, the Manual of Rights, which is published at 55 Pa. Code §5100.54, (relating to manual of rights for persons in treatment), shall be made available to the patient and the rights contained therein shall be explained to the extent feasible to persons who cannot read or understand them.
 - A) Additionally, a copy of the Manual of Rights shall be made available for patient access in each patient living area.
6. The patient will be given a copy of the Patient Handbook upon admission.
7. Signs which address patient rights and responsibilities are posted and prominently displayed in English and Spanish throughout patient areas. Tag lines are posted in 31 languages throughout PPI.
 - A) Form MH-782 is posted in patient care areas.
8. Employees are educated regarding their role in protecting and promoting patients' rights during new employee orientation and at such other employee education events as are scheduled from time to time.

C. Patient Responsibilities

1. A patient or when appropriate, the patient's representative (as allowed under Pennsylvania law) must:

- A. Provide accurate and complete information about The patient’s condition, past illnesses and injuries, prior hospitalizations, medications, the existence of an advance medical directive(s), and other information relating to the patient’s health condition which is requested by staff, and which is necessary to treat the patient.
 - B. Inform staff if the patient does not clearly understand a contemplated course of action and what is expected of the patient.
 - C. Cooperate with staff in their efforts to care for the patient by following instructions and medical orders.
 - D. Provide staff with a copy of the advance medical directive(s), when applicable.
 - E. Be considerate of other patients by assisting in the control of noise and by adhering to “no smoking” rules.
 - F. Be considerate of property belonging to PPI and other patients.
 - G. Be responsible for paying all or a portion of their bill unless the patient’s third-party payer is solely responsible for payment of the patient’s bill based upon a contract with PPI or as otherwise required by law.
 - H. Not take any drug that has not been prescribed and administered by staff.
 - I. Not possess or consume alcoholic beverages or prohibited substances.
2. A patient’s representative (as allowed under Pennsylvania law) must be available to staff to participate in the patient’s hospital course if the patient is unable to effectively communicate.
 3. PPI will inform each patient, or when appropriate, the patient’s representative (as allowed under Pennsylvania law), of the patient’s responsibilities in the Patient Handbook and in the signage described in Section B above.

RELATED POLICIES AND REFERENCES

APPROVALS

Approved:	Wade Stewart, Director of Quality and Regulatory
Approved:	Bobbie Barnett, Compliance Project Coordinator

DATE OF ORIGIN AND REVIEWS

Date of origin:

Review Date(s): 5/09, 5/10, 3/11, 4/11, 5/13, 6/14, 3/16, 10/18, 10/21, 7/24

Revision Date(s): 5/2009, 5/2010, 3/2011, 6/2014, 6/2021, 4/2012, 1/25

CONTENT REVIEWERS AND CONTRIBUTORS

Director of Quality and Regulatory

Compliance Project Coordinator