



Patient Rights and Responsibilities Information

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient, family member or representative of a patient at a Penn State Health site, we want you to know the rights you have under federal and Pennsylvania state law. We are committed to honoring your rights and by taking an active role in your health care, you can help your health care providers and staff meet your needs. That is why we ask that you share with us certain responsibilities.

YOUR RIGHTS

Penn State Health complies with Pennsylvania Department of Health and other federal and state laws and regulations which prohibit discrimination against persons receiving and providing services in facilities regulated by the Department. Facilities and programs operated by, or services contracted with or paid for with funds provided by the Commonwealth of Pennsylvania, Medicare or Medicaid shall be provided without discrimination due to a person's age, race, ethnicity, religion, culture, language, physical or intellectual and developmental disability(ies), socioeconomic status, sex, sexual orientation, gender identity or expression, or who will pay your bill.

As our patient, you have the right to kind, respectful, safe, quality care delivered by skilled staff and to be informed of all your rights and responsibilities as soon as possible upon your arrival. You will receive services and care that are medically suggested and within Penn State Health's services, stated mission, and required by law and regulation.

Communication

You have the right to:

- Have a family member, another person that you choose, and/or your doctor notified when you are admitted to the hospital.
- Receive information in a way that you understand. This includes interpretation and translation in the language you prefer for talking about your health care. There is no charge for this service. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate and have access to a support person or agency as needed to act on your behalf to assert and protect your patient rights.
- Designate a lay caregiver, who is a person chosen by you, the patient, to receive health information about you due to their unique role as your primary caregiver if you are discharged home.

Informed Decisions

You have the right to:

- Receive information about your current health, care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed about proposed care options, including the risks and benefits, other care options, what could happen without care, and the expected outcome(s) of any medical care provided, including any outcomes that were not expected. You may need to sign your name before the start of any procedure and/or care. "Informed consent" is not required in the case of an emergency.
- Be involved in all aspects of your care and take part in decisions about your care.
- Request care. This right does not mean you can demand care or services that are not medically needed.

- Make choices about your care based on your own spiritual and personal values.
- Refuse any care, therapy, drug, or procedure that your health care provider is recommending. Your doctor will inform you of the medical consequences of such refusal. There may be times that care must be provided based on the law.
- Expect the hospital to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.
- Decide to take part or not take part in research or clinical trials that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your representative before you participate. You or your representative may refuse continuation in such a program to which informed consent was previously given. A decision to not take part in research or clinical trials will not affect your right to receive care.

Pain Management

You have the right to:

- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.

Visitation

You have the right to:

- Decide if you want visitors or not when you are a patient in the hospital. The hospital may need to limit visitors to better care for you or other patients.
- Designate those persons who can visit you during your stay. These individuals do not need to be legally related to you.
- Designate a support person who may determine who can visit you if you become unable to make decisions on your own.

Advance Directives

You have the right to:

- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care. You have the right to have providers and staff comply with these directives.
- Designate a health care representative who, in the absence of an advance directive document, can make your care decisions if you become unable to.
- Receive written information from hospital staff about advance directives if you are 18 years of age or older. Hospital staff cannot assist you in filling out the forms and cannot provide legal advice.
- Ask about and discuss the ethics of your care, including the extent to which the hospital will honor your advance directives. Resolve any conflicts that might arise, such as deciding against, withholding, or withdrawing life-sustaining care.
- Be cared for by staff who are informed of your advance directives.
- Be asked when you are admitted to the hospital whether you have advance directives.
- Make decisions regarding the withholding of resuscitative services or the foregoing or withdrawing of life-sustaining treatment and the right to make decisions about organ donation within the limits of the law, regulation, and Penn State Health policies. The Medical Center will honor the patient's wishes within the limits of the hospital's capability and in accordance with law and regulation.

Care Planning

You have the right to:

- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive in the hospital.
- Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the hospital.
- Receive a prompt and safe transfer to the care of others when Penn State Health is not able to meet your request or need for care or service. You have the right to know why a transfer to another health care facility might be required, as well as learn about other options for care. Penn State Health cannot transfer you to another hospital unless that hospital has agreed to accept you.

Medical Record

You have the right to:

- Access all information contained in your medical record other than behavioral health notes, unless access is restricted by the attending provider for medical reasons.
- Request a copy of your medical record (note: there may be a fee for the copying of the medical record).
- If the patient feels that the information is incorrect, you may request that the information be amended. Penn State Health may deny the request to amend information under certain specific circumstances as permitted by law.

Care Delivery

You have the right to:

- Expect emergency procedures to be provided without unnecessary delay.
- Receive care in a safe setting free from any form of abuse, harassment, neglect, exploitation, or corporal punishment.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names and roles of all health care providers and staff who are caring for you.
- Request a consultation by another health care provider.
- Receive care free from restraints or involuntary seclusion unless it is necessary to provide medical, surgical, or behavioral health care.
- Receive efficient and quality care with high professional standards that are continually maintained and reviewed.

Privacy and Confidentiality

You have the right to:

- Limit who knows about your being in the hospital.
- Be interviewed, examined, and discuss your care in places designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all communications and records related to care, including who is paying for your care, to be treated as private.
- Receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
- Review and request copies of your medical record unless restricted for medical or legal reasons.

Health Care Bills

You have the right to:

- Request, obtain, review, and receive a detailed explanation of your hospital charges and bills.
- Receive information and counseling on ways to help pay for the hospital bill.
- Request information about any business or financial arrangements that may impact your care.
- If you have questions about your bill, contact the Patient Financial Services Department at 717-531-5069 or 1-800-254-2619.

YOUR RESPONSIBILITIES

As a patient, family member, or guardian, you have the right to know all hospital rules and what we expect of you during your hospital stay.

Demonstrate Respect and Consideration

- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients or of any medical staff member, for any reason, including because of an individual's age, race, ethnicity, religion, culture, language, physical or intellectual and developmental disability(ies), socioeconomic status, sex, sexual orientation, gender identity or expression will not be tolerated. This prohibition applies to the patient as well as their family members, representatives, and visitors. In addition, requests for changes of provider or other medical staff based on that individual's race, ethnicity, religion, sexual orientation or gender identity will not be honored. Requests for provider or medical staff changes based on gender will be considered on a case by case basis and only based in extenuating circumstances.

Provide Information

As a patient, family member, or representative, we ask that you:

- Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report any condition that puts you at risk (for example, allergies or hearing problems).
- Report unexpected changes in your condition to the health care team taking care of you.
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for health care, and any organ/tissue donation permissions to the Health Care team taking care of you.
- Tell us which, if any, visitors you want during your stay.

Follow Safety Policies

- Comply with the no tobacco policy.
- Refrain from taking drugs that have not been prescribed by their provider and administered by hospital staff. In addition, it is expected that patients will not decrease the healing process by consuming alcoholic beverages, or taking illegal drugs or toxic substances during their stay.
- Refrain from conducting any illegal activity on Penn State Health property. If such activity occurs, it will be reported to the police.
- Refrain from recording your experiences in the hospital without the consent of everyone involved, including Penn State Health physicians, nurses, and other staff. Please note that unauthorized recording violates Pennsylvania state law.

Promote Your Own Safety

As a patient, family member, or guardian we ask that you:

- Promote your own safety by becoming an active, involved, and informed member of your health care team.
- Ask questions if you are concerned about your health or safety.
- Patients and their families must ask questions when they do not understand their care, treatment and service, or what they are expected to do. Patients and families are responsible for reporting whether they clearly understand the proposed plan of care.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- When necessary, remind staff to check your identification before medications are given, blood/blood products are administered, blood samples are taken, or before any procedure.
- When necessary, remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask all hospital staff to identify themselves.

Refusing Care

As a patient:

- You are responsible for your actions if you refuse care or do not follow care instructions.

Following Rules and Regulations

- Patients and their families must follow Penn State Health rules and regulations affecting the patient care and conduct.
- Patients are expected not to take drugs that have not been prescribed by their provider and administered by hospital staff. In addition, it is expected that patients will not decrease the healing process by consuming alcoholic beverages, taking illegal drugs or toxic substances during their stay.

Cooperate with Care Plans

As a patient:

- You are expected to follow the care plans suggested by the health care team caring for you while in the hospital. You should work with your health care team to develop a plan that you will be able to follow while in the hospital and after you leave the hospital.

Paying for Care

As a patient:

- You are responsible for paying for the health care that you received as promptly as possible.
- If payment of your medical bill is a concern, we may be able to assist you. Financial assistance is based on income, family size and assets for medically necessary and emergent services. Patients who are eligible for financial assistance will not be charged more than the amounts generally billed to patients with insurance.



Patient Financial Services

1-800-254-2619 or 717-531-5069

Locations:

- Penn State Health Hampden Medical Center:
2200 Good Hope Road, Enola, PA 17025
- Penn State Health Holy Spirit Medical Center:
503 N. 21st St., Camp Hill, PA 17011
- Penn State Health Lancaster Medical Center:
2160 State Road, Lancaster, PA 17601
- Penn State Health Milton S. Hershey Medical Center:
500 University Drive, Hershey, PA 17033
- Penn State Health St. Joseph Medical Center:
2500 Bernville Road, Patient Access Suite, Reading, PA 19605
- Pennsylvania Psychiatric Institute:
2501 N. 3rd St., Harrisburg, PA 17110

Visit pennstatehealth.org to access our Financial Assistance Policy and financial assistance applications. Documents are translated in various languages and are available on the website or in person.

CONCERNS AND QUESTIONS

You and your family/guardian have the right to:

- Tell your providers or staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. Penn State Health has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns, please contact Patient Relations:
 - Children's Hospital: 717-531-6311
 - Hampden Medical Center: 717-981-8134
 - Holy Spirit Medical Center: 717-763-3082
 - Lancaster Medical Center: 223-287-8204
 - Medical Group: Call practice site manager
 - Milton S. Hershey Medical Center and its affiliated outpatient practice sites: 717-531-6311
 - St. Joseph Medical Center: 610-378-2675

If you would like to discuss your concerns with someone outside this organization, the following are available:

- The Pennsylvania Department of Health
Commonwealth of Pennsylvania HUB
Attn: Division of Acute and Ambulatory Care
2525 N. 7th St., Suite 210
Harrisburg, PA 17110-2511
Phone: 717-783-8980
Complaint hotline: 1-800-254-5164
Online complaint: apps.health.pa.gov/dohforms/FacilityComplaint.aspx
- The Office of Quality and Patient Safety (OQPS)
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Patient Safety Event phone: 800-994-6610
Online complaint: jointcommission.org under "Report a Safety Event"
- Patients enrolled in Medicare may contact Livanta
Online complaint: livantaqio.cms.gov
Phone: 1-888-396-4646 TTY: 711