

PATIENT RIGHTS & RESPONSIBILITIES

PATIENT RIGHTS

At Redeemer Health we are committed to providing high-quality, compassionate care to all patients. As a patient (or as applicable, your legally authorized representative if you are unable to exercise these rights on your own behalf), you have the right to:

- Medical care without discrimination due to age, AIDS or HIV status, genetic information, ancestry, color, culture, physical or mental disability, education, gender identity or expression, income or socioeconomic status, language, marital status, national origin (including limited English proficiency and primary language), race, religion, sex, sexual orientation or preference, pregnancy status, union membership, source of income or payment, domestic or sexual violence victim status, or any other basis prohibited by federal, state or local law.
- Receive respectful care given by competent personnel.
- Request and be given the name of your attending physician, the names of all other physicians directly participating in your care, and the names and functions of other health care persons having direct contact with you.
- Expect every consideration of your privacy concerning your medical care program, with case discussion, consultation, examination, and treatment conducted discreetly.
- Have all records and communications pertaining to your medical care treated as confidential except as otherwise provided by law or other third-party contractual arrangements, as outlined in Redeemer Health's Notice of Privacy Practices, available from your health care provider.
- Know what hospital rules and regulations apply to your conduct as a patient.
- Expect emergency procedures to be implemented without unnecessary delay.
- Receive good quality care and high professional standards that are continually maintained and reviewed.
- Receive full information in understandable terms, concerning your diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. If it is not medically advisable to give such information, it will be provided to your next of kin or another appropriate person on your behalf.
- Expect that, except for emergencies, your physician will obtain your informed consent prior to the start of any procedure or treatment, as defined in Section 103 of the Health Care Services Malpractice Act (40 P. S. § 1301.103).
- Be advised if your physician is considering you for a medical care research program or donor program, and give informed consent for participation. You may, at any time, refuse to continue in any such program to which you have previously given consent.
- Refuse any drugs, treatment, or procedure offered by the hospital, to the extent permitted by law, with your physician informing you of the medical consequences of such refusal.
- Receive assistance in obtaining consultation with another physician at your request and expense.
- Receive information in a language you understand, free of charge.
- If English is not your primary language, Redeemer Health will provide language assistance services through interpreters or written information.
- If you are deaf or hard of hearing, Redeemer Health will provide sign language interpreters or other aids and services.
- Request and access all information contained in your medical records, unless access is specifically restricted by our attending physician for medical reasons.
- Expect good management techniques to be implemented within the hospital to effectively use your time and avoid your personal discomfort.
- Be transferred to another facility, when medically permissible, only after you or your next of kin or other legally responsible representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer, and the receiving institution has accepted you for transfer.
- Examine and receive a detailed explanation of your bill.
- Receive full information and counseling on the availability of known financial resources for your health care.
- Expect that Redeemer Health provide a mechanism to inform you upon discharge of your continuing health care requirements and the means for meeting them.
- Formulate an advance directive or appoint a surrogate to assist with decision-making regarding your illness and treatment.
- Information on affiliations with other healthcare professionals and institutions.
- Practice any religious or cultural rites as long as they do not interfere with patient care, and request an ethics consult should you desire one.
- Be informed of the resources available for protective services, if needed.
- Designate persons who can visit you during your stay, restrict or deny visitation, or designate a support person who may determine who can visit you if you become incapacitated. These individuals do not need to be legally related to you. Redeemer Health may need to limit visitors to better care for you or other patients.
- Take part in decisions about your care, treatment, services, and discharge.

- If requested, have someone present while physical examinations, treatments, or procedures are being performed, if they do not interfere with your care.
- Not be denied access to an individual or agency authorized to act on your behalf to assert or protect these rights.
- Be informed of your rights at the earliest possible moment during your hospitalization.
- Prompt response to concerns, complaints, or request for help, without fear of reprisal. If you have questions or problems concerning your healthcare please speak with your physician, nurse, or other hospital or ambulatory practice representative before you leave the clinical site. If you are not happy with how your complaint was handled, you can contact the hospital operator to direct your call to administration at 215-947-3000, or submit in writing to: Grievanceassistance@redeemerhealth.org.
- If your complaint was not resolved to your satisfaction by us, you have the right to contact the Pennsylvania Department of Health, Acute and Ambulatory Care Services, Room 532, Health & Welfare building, Harrisburg, PA 17120, 1-800-254-5164, or the DNV (Det Norske Veritas Healthcare) at 866-496-9647.
- If you feel that you were discriminated against or have any civil rights concerns, you can file a complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20204; 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.
- If you have concerns related to disability accessibility or accommodations, you may contact the United States Department of Justice, Civil Rights Division, Disability Rights, electronically at <https://civilrights.justice.gov/report>, via mail at 950 Pennsylvania Avenue, NW, Civil Rights Division, Disability Rights Section-1425 NYAV, Washington, D.C. 20530; or telephone: 1-800-514-0301 or Fax: 202-307-1197.

PATIENT RESPONSIBILITIES

As a patient (or as applicable, your legally authorized representative if you are unable to exercise these responsibilities), you are expected to:

- Provide accurate, complete, and honest information about your symptoms, medical history, hospitalizations, surgeries, medications, and other matters relating to your health. Tell us if you have any reactions or allergies to food, medicine, or anesthesia.
- Tell your health care providers whether you understand your treatment, plan of care, and what is expected of you.
- Ask questions about your care and treatment, especially if you do not understand procedures or instructions.
- Help the physicians, nurses and other allied health personnel in their efforts to care for you by following their treatment plans, instructions, and medical orders.
- Only take medications prescribed by your physician and administered by appropriate hospital personnel, and do not use alcohol, drugs, or non-prescribed medications (including over-the-counter medications) while in the hospital.
- Tell us if you have an advanced directive.
- Let us know if you do or do not want family or others involved in your care or decision-making.
- Be considerate of other patients and staff by assisting in the control of noise in your room, observing the no smoking policy of the hospital, having your visitors comply with visiting hours, and by respecting the property of other persons and that of the hospital.
- Leave valuables at home, when possible.
- Provide us with your insurance information, pay co-payments at the time of the visit or other bills upon receipt, and ask about financial help if needed.