

Main Line Fertility Center maintains a policy concerning patients' rights and responsibilities in order to promote the interests and well-being of the patient in an ambulatory setting. A copy of the Center's patients' rights and responsibilities is distributed to the patient, the patient's representative or surrogate, at the time of scheduling of procedure as well as at the time of admission to the Center or no later than prior to the start of the procedure. This will be done with both verbal and written notice in a language and manner that ensures the patient, the patient representative or the surrogate understand. Additional copies of the patients' rights and responsibilities are available at the reception desk of the Center. The Patient Rights are also displayed in a prominent place in the facility so that patients waiting for treatment or the patient representative or surrogate will have access to them. Notices must be provided regardless of the type of procedure scheduled to be performed or type of anesthesia to be administered. For this policy purposes, reference to "patient" refers to the patient, patient representative or surrogate.

Patients' rights include:

- 1) A patient has the right to respectful, considerate, private and dignified care given by competent personnel.
- 2) 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 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 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/her medical care treated as confidential, except as otherwise provided by law.
- 5) A patient has the right to know what ambulatory surgery facility rules and regulations apply to his conduct as a patient.
- 6) A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- 7) A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- 8) A patient has the right to full information in layman's terms, concerning diagnosis, treatment and prognosis, including information about alternative treatment 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.
- 9) Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of the procedure. Informed consent is defined in section 103 of the Act.
- 10) A patient, or, if the patient is unable to give informed consent, a person responsible for the patient, 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, gender, national origin, handicap, disability or source of payment.
- 13) A patient who does not speak English or is deaf shall have access, when necessary, to interpretation services.

- 14) A patient, or patient designee, upon request, shall have access to the information contained in his/her medical records at the ambulatory care facility, unless the attending practitioner for medical reasons specifically restricts access.
- 15) A patient has the right to expect good management techniques to be practiced within the ambulatory care facility. These techniques shall make effective use of the patient's time and shall avoid personal discomfort of the patient.
- 16) A patient has the right to be transferred when an emergency occurs to another facility and requires transfer to a location capable of providing emergency services, with notification to both patient or their responsible party and the facility prior to the patient's transfer.
- 17) A patient has the right to examine and receive a detailed explanation of his/her bill.
- 18) A patient has the right to expect that the ambulatory care facility will provide information for continuing health requirements following discharge and the means for meeting them.
- 19) A patient has the right to be informed verbally or in writing, in terms the patient could understand, of his/her rights, responsibilities, and expected conduct by the ambulatory care facility at the time of admission.
- 20) A patient has the right, without recrimination, to voice comments, suggestions, complaints, and grievances regarding care; to have those complaints reviewed and when possible, resolved; and when not resolved, to obtain information regarding external appeals, as required by state and Federal law and regulations.
- 21) A patient has the right to information covering the services available at the ambulatory care facility, the fees related to those services, and the payment policies governing restitution for services rendered.
- 22) A patient has the right to information on the provision of after- hours and emergency services for care and treatment rendered at the ambulatory care facility.
- 23) A patient has the right to information on advance directives, as required by state or Federal law and regulations.
- 24) A patient has the right to be provided, upon request, information pertaining to the process of credentialing of the practitioners rendering care and treatment at the ambulatory care facility.
- 25) A patient has the right not to be misled by the organization's marketing or advertising regarding their competence and capabilities.
- 26) A patient has the right to obtain the names, addresses, and telephone numbers from the Administrative Director, or designee, of the governmental offices, both state and federal, where complaints may be lodged.

Bureau Director
PA Department of Health
Division of Acute and Ambulatory Care
Health and Welfare Building^{SEP}
8th Floor West^{SEP}
625 Forster Street^{SEP}
Harrisburg, PA 17120
1-800-254-5164

27) Medicare patients have a right to be provided with the website for the Office of the Medicare Beneficiary Ombudsman in order to receive the information and help the patient, representative or surrogate need to understand their Medicare options and to apply their Medicare rights and protections.

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

28) A patient has the right to know if their physician has a financial interest in the ambulatory surgery facility where their procedure will be conducted.

- 29) A patient has the right to change their provider if other qualified providers are available.
- 30) A patient has the right to exercise his/her rights without being subjected to discrimination or reprisal.
- 31) A patient, if adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf. If the state court has not judged a patient incompetent, any legal representative, or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by law.
- 32) A patient has the right to be given the opportunity to participate in decisions involving his/her healthcare, except when such participation is contraindicated for medical reasons.
- 33) A patient has the right to quality care and high professional standards that are continually maintained and reviewed in a safe setting free from all forms of abuse or harassment.
- 34) A patient has the right to refuse the participation of healthcare and educational institution personnel other than those employed by the Center in the patient's treatment.
- 35) A patient who is blind or deaf shall have alternative communicative assistance available to them, if requested

Patients' responsibilities include:

- 1) A patient is responsible for providing complete and accurate information to the best of his/her ability about his/her health, any medications, including over the counter products and dietary supplements as well as any allergies or sensitivities and for following their physician's instructions and medical orders.
- 2) A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of them.
- 3) The ambulatory surgery facility expects that the patient will cooperate with all ambulatory surgery facility personnel and ask questions if directions and/or procedures are not clearly understood.
- 4) A patient is expected to be respectful of the property of other persons and the property of the ambulatory surgery facility.
- 5) A patient assumes financial responsibility of paying for all services rendered whether through third party payors (his/her insurance company) or being personally responsible for payment for any services which are not covered by his/her insurance policies.
- 6) A patient will inform his/her provider about any living will, medical power of attorney or other directive that could affect his/her care.
- 7) A patient will provide a responsible adult to transport his/her home from the facility and remain with his/her for 24 hours, if required by his/her provider.

References: 28 PA Code §§ 553.11-553.13, 1999; Medicare Conditions for Coverage 416.50 (a) Patient Rights, revised April 2015; Rev 4/2015.