

## YOUR RIGHTS

- ✦ As a patient, you or your legally responsible party, have the right to care without discrimination based upon race, color, religion, sex, sexual preference, national origin or source of payment.
- ✦ You have the right to respectful care given by competent personnel.
- ✦ You have the right to be informed of your rights at the earliest moment in the course of your hospitalization.
- ✦ You have the right to receive care in a safe setting free from all forms of abuse, neglect or harassment.
- ✦ You have the right, upon request, to 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.
- ✦ You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- ✦ You have the right to be told by your doctor in laymen's terms about your diagnosis, possible prognosis, alternative treatments, possible complications, the benefits and risks of treatment and the expected outcome of treatment including unanticipated outcomes. When it is not medically advisable to give such information to you, the information shall be given on your behalf to the next of kin or patient representative.
- ✦ You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- ✦ You or your patient representative as allowed under state law have the right to be informed of your rights in advance of receiving or discontinuing care whenever possible. Your rights include being informed of your health status, being involved in care planning or treatment and being able to request or refuse treatment.
- ✦ You have the right to expect good management techniques to be implemented within the hospital considering effective use of your time and to avoid personal discomfort.
- ✦ You have the right to assistance in obtaining consultation with another physician at your request and at your own expense.
- ✦ You have the right to give informed consent before any non-emergency procedure, treatment or both begins.
- ✦ You have the right to expect emergency procedures to be implemented without unnecessary delay.
- ✦ You have the right to have your pain assessed and to be involved in decisions about managing your pain.
- ✦ All patients have the right to be free from physical or mental abuse, and corporal punishment. All patients have the right 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.

- ✦ You can expect full consideration of your privacy and confidentiality in case discussions, consultations, examinations and treatments. You may ask for a chaperone during any type of examination.
- ✦ You have the right to access protective and advocacy services in cases of abuse or neglect. Upon request, the hospital will provide a list of protective and advocacy resources.
- ✦ You have the right to sign language or foreign language interpreter services. We will provide an interpreter where possible.
- ✦ You or your representative (as allowed under State law) have the right to make informed decisions regarding your care. You have the right to refuse any drugs, treatment, or procedures offered by the hospital, to the extent permitted by law, and a physician shall inform you of medical consequences. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
- ✦ You have the right to agree or refuse to take part in medical research studies. You may at any time withdraw from a study. A patient or, in the event the patient is unable to give informed consent, a legally responsible party has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor program, and the patient, or legally responsible party, must give informed consent prior to actual participation in such a program. A patient, or legally responsible party, may, at any time, refuse to continue in any such program to which he has previously given informed consent.
- ✦ You have the right to make an advance directive appointing someone to make health care decisions for you if you are unable and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- ✦ You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, when medically permissible you may be transferred to another facility only after you or your patient representative has received complete information and explanation concerning the needs and alternatives to transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
- ✦ You have the right to expect to receive information upon discharge of your continuing health care requirements and the means for meeting them.
- ✦ You have the right to receive detailed information about your hospital and physician charges.
- ✦ You have the right to full information and counseling on the availability of known financial resources for your health care.
- ✦ You can expect that all communications and records about your care are confidential, unless disclosure is allowed by law or third party contractual arrangements.
- ✦ You have the right to see or get a copy of your medical records, unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law, and have the information explained, if needed, within a reasonable time frame. You may add information to your medical record by contacting the Medical Records Department. Upon request, you have the right to receive a list of people to whom your personal health information was disclosed.

- ✦ If reporters or other members of the media ask to talk to you, you have the right to give your consent about their use of recordings or photographs. You have the right to withdraw consent up until a reasonable time before the recording or photograph is used.
- ✦ You have the right to voice your concerns and have prompt resolution about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager or a department manager. Compliments, complaints or concerns, may be directed to your Patient Advocate at 724-284-4342.
- ✦ You have the right to participate in the development and implementation of your plan of care.
- ✦ You have the right to access an individual or agency who is authorized to act on your behalf to assert or protect the rights set out in this section.
- ✦ You have the right to know what hospital rules and regulations apply to your conduct as a patient.
- ✦ You have the right to personal privacy.
- ✦ You have the right to be informed of your visitation rights including any clinical restrictions or limitations.
- ✦ The hospital will not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
- ✦ You or your support person have a right to receive visitors that you designate. You have the right to withdrawal or deny consent at any time.

## YOUR RESPONSIBILITIES

- ✦ In order to effectively manage the illness you are responsible for providing, to the best of your knowledge, accurate and complete information about present complaints, illnesses, hospitalizations, medications and other health related matters.
- ✦ You have the responsibility to report unexpected changes in your condition to the responsible physician.
- ✦ You are responsible for making it known whether you clearly understand planned courses of action and what is expected of you.
- ✦ You have the responsibility to ask questions if you do not understand procedures.
- ✦ You will be expected to assist the physicians, nurses, and allied health personnel by following their instructions and medical orders as they enforce the applicable hospital rules and regulations. This includes keeping appointments and notifying the responsible practitioner if you are unable to do so.
- ✦ You are responsible for your actions if you refuse treatment or do not follow your physician's instructions.
- ✦ You are responsible for assuring that the financial obligations of your health care are fulfilled as promptly as possible.
- ✦ As a patient you will be responsible for following all hospital rules and regulations affecting patient care and conduct.

- ✦ You will be expected to be considerate of the rights of other patients and hospital personnel by assisting in the control of noise and the number of visitors.
- ✦ You are responsible for being respectful of the property of other persons and of the hospital.
- ✦ You are expected to assume responsibility for safekeeping of personal belongings and valuables by securing them in appropriate places.
- ✦ You have the responsibility of informing the hospital staff of the existence of your advanced directives.

## COMPLAINT RESOLUTION AND GRIEVANCE PROCESS

*As a patient or guardian of a patient, you are entitled to:*

- ✦ Information concerning patient rights, policies, complaint mechanisms and grievance procedures.
- ✦ Be informed of your rights at the earliest possible moment in the course of your hospitalization.
- ✦ A written notice of the hospital's determination regarding the grievance, which is communicated to the patient or the patient's representative in a language and manner the patient or the patient's legal representative, when necessary, understands.

You may report complaints to:



Butler Health System  
Patient Advocate  
1 Hospital Way  
Butler, PA 16001  
724-284-4342



Pennsylvania Department of Health  
Health and Welfare Bldg., 625 Forster Street  
Harrisburg, PA 17120  
1-800-254-5164



Butler County Area Agency on Aging  
Ombudsmen  
111 Sunnyview Circle, Suite 101  
Butler, PA 16001-3547  
724-282-3008

- ✦ Have all complaints investigated and resolved in seven (7) working days, when possible/no more than 60 days. Responses shall include: hospital's decision that includes the name of a contact person, steps taken to investigate the grievance, results of the grievance process and date of completion.
- ✦ Have your guardian, next of kin or legal designees exercise these rights if you are unable to do so.
- ✦ Know what hospital rules and regulations apply to your conduct as a patient.

**A copy of the patient handbook is available upon request.**