

Dermatology and Cosmetic Surgery Center, PC

PATIENT RIGHTS AND RESPONSIBILITIES

Dermatology and Cosmetic Surgery Center, PC (the "Facility") respects and protects the rights of each patient. Patients, their representatives, or surrogates will be informed of these rights in a language and manner they can understand. These rights may be exercised without discrimination or reprisal.

PATIENT RIGHTS

- Receive respectful, considerate, and competent care in a safe setting and be free from all forms of abuse, neglect, harassment, discrimination, or reprisal.
- Receive medical and nursing services without discrimination based on age, race, color, religion, sex, national origin, disability, source of payment, or any other status protected by applicable law.
- Know, upon request, the name of the attending practitioner, the names of other practitioners directly participating in care, and the names and functions of other health care personnel having direct contact with the patient.
- Receive full information in understandable terms concerning diagnosis, treatment, prognosis, proposed procedures, expected outcomes, reasonable alternatives, possible complications, and medically significant risks so the patient can make informed decisions regarding care.
- Give informed consent before a procedure is performed, except in an emergency as permitted by law.
- Participate actively in decisions regarding medical care and refuse drugs, treatment, or procedures to the extent permitted by law, after being informed of the medical consequences of refusal.
- Personal privacy. Case discussion, consultation, examination, and treatment will be conducted discreetly and confidentially.
- Have clinical records and protected health information treated as confidential in accordance with applicable Federal and State privacy laws, except when disclosure is otherwise permitted or required by law.
- Request access to information contained in the medical record, subject to applicable law and any lawful restrictions.
- Know the Facility rules and policies that apply to the patient's conduct while receiving care.
- Expect emergency procedures to be implemented without unnecessary delay.
- Receive good-quality care and high professional standards that are continually maintained and reviewed.
- Have access, where possible, to language assistance or an interpreter when needed to understand care and patient rights.
- Be advised if a practitioner proposes participation in a medical research or donor program and refuse or discontinue participation without compromising access to appropriate care.
- Expect good management practices that make effective use of the patient's time and avoid unnecessary discomfort.
- If an emergency transfer is necessary, have the responsible person notified and the receiving facility contacted before transfer, consistent with applicable requirements.
- Receive information about continuing health care requirements and instructions following discharge.
- Examine and receive a detailed explanation of the bill and receive information regarding applicable fees and payment arrangements.
- Voice complaints or grievances regarding treatment, care, or services that were or were not provided, without discrimination or reprisal, and have grievances reviewed according to the Facility's grievance process.
- Have patient rights exercised by a legally authorized representative or surrogate when permitted by applicable law.
- Receive written information concerning the Facility's policies regarding advance directives, applicable Pennsylvania law, and the patient's right to make informed decisions regarding care. The medical record will document whether the patient has an advance directive.

PATIENT RESPONSIBILITIES

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies, and other matters relating to health and care.
- Ask questions when instructions, treatment plans, procedures, or expectations are not understood.
- Follow the treatment plan established with the practitioner, including instructions provided by nurses and other health professionals.
- Accept responsibility for the consequences of refusing treatment or not following the recommended plan of care.
- Keep scheduled appointments and notify the Facility as soon as possible when unable to keep an appointment.
- Provide a responsible adult to transport the patient home and remain with the patient after discharge when required by the practitioner or Facility.
- Meet financial obligations related to care as promptly as possible and provide information needed for billing and insurance purposes.
- Follow Facility policies and procedures, including safety requirements.
- Be considerate and respectful of other patients, visitors, and Facility personnel.
- Respect Facility property and the personal property of others.

COMPLAINTS AND GRIEVANCES

Patients or their representatives may make a complaint or grievance verbally or in writing. Filing a complaint will not affect the patient's access to care or result in discrimination or reprisal. The Facility will investigate grievances and provide a written response in accordance with its grievance policy.

- Facility complaints/grievances: Medical Director — 412-429-2570, ext. 108.
- Facility safety concerns: Patient Safety Office — 412-429-2570, ext. 116.
- Pennsylvania Department of Health, Division of Acute and Ambulatory Care, 625 Forster Street, Room 532, Harrisburg, PA 17120. Quality Assurance Complaint Hotline: 1-800-254-5164.
- Medicare Beneficiary Ombudsman: 1-800-MEDICARE (1-800-633-4227); TTY 1-877-486-2048. Information is available at Medicare.gov under “Get help with your rights & protections.”

Regulatory basis: 42 CFR § 416.50 (Medicare ASC Condition for Coverage—Patient Rights) and 28 Pa. Code §§ 553.11–553.13 (Pennsylvania Ambulatory Surgical Facility Patient’s Bill of Rights).

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