



A Premier Medical Center.SM

Memorial Hospital

Patient Bill of Rights

Memorial Hospital is committed to providing you with the best services available and treating you with respect and consideration during your stay.

It has always been the policy of Memorial Hospital to respect your individuality and your dignity. Our professional staff, nurses and other trained employees extend to each person the best medical care possible, while at the same time observing the rights of each patient.

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his attending physician, the names of all other physicians 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 every consideration of his privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly. (482.13(b)(4))
4. A patient has the right to have all records pertaining to his medical care treated as confidential, except as otherwise provided by law or third party contractual arrangements. (482.13(d)(1))
5. A patient has the right to know what hospital rules and regulations apply to his conduct as a patient.
6. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
8. The patient has the right to full information in laymen's terms, concerning his diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on his behalf to the patient's next of kin or other appropriate person.
9. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment or both. Informed consent is defined in section 103 of the Health Care Services Malpractice Act. (40 P.S. 1301.103)
10. 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.
11. The patient has the right to be fully informed of and to consent to or refuse to participate in any unusual, experimental or research project without compromising his or her access to service.
12. A patient has the right to refuse any drugs, treatment or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient's refusal of any drugs, treatment or procedure.
13. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and own expense.
14. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, sex, sexual preference, national origin or source of payment.
15. The patient who does not speak English should have access, where possible, to an interpreter.

16. The hospital shall provide the patient, or patient designee, upon request, access to all information contained in his medical records, unless access is specifically restricted by the attending physician for medical reasons. (482.139(d)(2))
17. The patient has the right to expect good management techniques to be implemented within the hospital considering effective use of the time of the patient and to avoid the personal discomfort of the patient.
18. When medically permissible, a patient may be transferred to another facility only after he, or his 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. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
19. The patient has the right to examine and receive a detailed explanation of his bill.
20. The patient has a right to full information and counseling on the availability of known financial resources for his health care.
21. A patient has the right to expect that the health care facility will provide a mechanism whereby he is informed upon discharge of his continuing health care requirements following discharge and the means for meeting them.
22. A patient cannot be denied the right of access to an individual or agency who is authorized to act on his behalf to assert or protect the rights set out in this section.
23. A patient has the right to be informed of his rights at the earliest possible moment in the course of his hospitalization.
24. The hospital shall provide the patient, or patient designee, upon request, access to all information contained in his medical records, unless access is specifically restricted by the patient's physician.
25. The patient has the right to report a grievance through the Customer Satisfaction process or directly to the Pennsylvania Department of Health regardless of whether or not the hospital complaint procedures are used. A grievance is defined as any complaint that relates to a potential violation of a patient right.
26. The patient has the right to have a family member or representative of his choice and physician of his choice promptly notified of his admission to the hospital. (482.13(b)(4))
27. The patient has the right to receive care in a safe setting, free from all forms of abuse and harassment; including verbal, physical, psychological, sexual and emotional abuse. (482.13(c)(2-3))
28. The patient has the right to be free from restraints or seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff. (482.13(e)(1))
29. The patient has the right to be fully informed in advance of care or treatment and to actively participate in the planning of his care; planning and treatment. (482.13(b)(1))
30. The patient or his or her representative has the right to make informed decisions about his or her care, be informed of his or her health status, and be involved in care planning and treatment. (482.13(b)(2))
31. The patient has a right to formulate advance directive and to have the hospital staff and practitioners who provide care in the hospital comply with these directives. (482.13(b)(3))
32. The patient has the right to know the reasons for any proposed change in the professional staff responsible for his or her care.
33. The patient has the right to know the relationship(s) of the facility to other persons or organizations participating in the provision of his care.
34. The patient has the right to be informed of the source of the facility's reimbursement of his services and of any limitations which may be placed upon his care.
35. The patient has the right to be informed of the right to have pain treated as effectively as possible.