

QUESTIONS OR CONCERNS?

If you have questions, unmet needs, problems, or complaints while you're here, please notify the staff providing your care or ask to speak to the department leader. Saint Vincent will make every effort to address your concern immediately. If the problem is not resolved to your satisfaction, please contact the Patient Relations department at 814-452-7081. A patient representative will assist you.

You may also refer complaints to the Pennsylvania Department of Health or the Joint Commission on Accreditation of Healthcare Organizations regardless of whether or not the Saint Vincent complaint procedures are used:

Acute and Ambulatory Care Services
Pennsylvania Department of Health
Room 532 H&W Building
625 Forster Street
Harrisburg, PA 17120
1-800-254-5164

The Joint Commission- Office of Quality
Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610 or
complaint@jointcommission.org

Medicare/Medicaid patients with concerns about quality of care or premature discharge can contact the Quality Insights of Pennsylvania Complaint Hot Line at 1-800-322-1914.



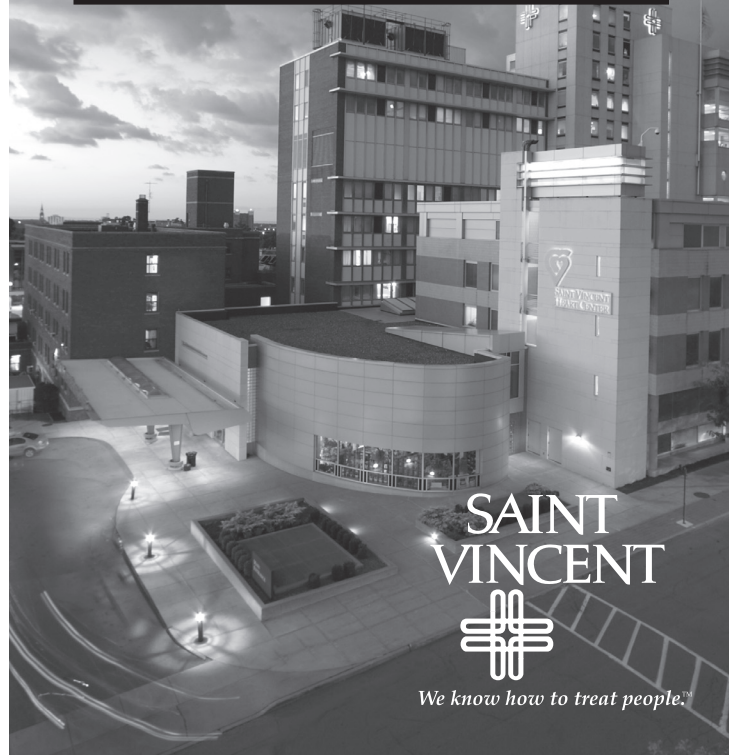
Saint Vincent Health System
232 West 25 Street
Erie, PA 16544-0001
814-452-5000

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Your Rights and Responsibilities

As a patient of Saint Vincent Health System

Saint Vincent Health System is committed to making your inpatient or outpatient experience as pleasant as possible in addition to providing you with high-quality medical care. As a patient, you have specific rights that have been endorsed by the leadership and staff of Saint Vincent. If you are not able to exercise these rights on your own behalf, they will apply to your designated or legal representative. Along with rights, you also have responsibilities as a patient at Saint Vincent. These rights and responsibilities are found in this booklet.



SAINT
VINCENT


We know how to treat people.™

Patient Rights

CONSIDERATION

You have the right:

- To receive high quality safe and effective care, from competent personnel with high professional standards.
- To consideration of your personal values, cultural beliefs and respect for your dignity and comfort.
- To know what health center or system rules and regulations apply to you.
- To expect that your emergency needs will be met without unnecessary delay.
- To expect your care will be managed to make the best use of your time and minimize your personal discomfort.
- To receive care and services without discrimination due to age, sex, race, color, religion, sexual orientation, income, education, national origin, ancestry, marital status, culture, language, disability, gender identity, or ability to pay.
- To expect your care to be delivered in a safe environment where caregivers use special practices and procedures to avoid mistakes. If anything unexpected and significant happens during your hospital stay, you will be told what happened, and any resulting changes in your care will be discussed with you.

PARTICIPATION

You have the right:

- To make informed decisions regarding care.
- To be informed of your health care status.
- To be involved in planning and treatment.
- To be able to request medically necessary treatment.
- To be able to refuse further care, treatment or services, including making decisions on withholding resuscitation or other life-sustaining treatment. This right must be exercised within the limits of the law and the policies of this institution.

Patient Responsibilities

You are responsible:

- For providing complete and accurate information about your current problem and your health history in order to receive the most effective medical care.
- For following the instructions of doctors, nurses and other medical personnel.
- For letting staff know whether you understand a planned course of treatment and what is expected of you.
- For asking questions if you do not understand directions.
- For respecting other patients and their property and the staff and property of the health center and for controlling noise and visitors in your room.
- For observing the Hospital's safety precautions which includes not leaving your assigned unit while a patient and observing the no-smoking policy on any Health System property.
- For making a family member or other representative available to review your treatment with hospital personnel if you are unable to communicate.
- For paying for all services either through your insurance company and/or personal payment for services not covered.
- For avoiding alcoholic beverages, toxic substances and drugs that have not been prescribed by your physician during your health center stay.
- For asking your physician or nurse what to expect regarding pain management, asking for pain relief at the onset of pain, and communicating any side effects from medication or if your pain is not relieved.
- For accepting the consequences of your actions.

- To a concerned staff committed to pain prevention and management.
- To health professionals who respond quickly to reports of pain.
- To have your reports of pain believed.
- To state-of-the-art pain management.

IN CONCLUSION

You have the right:

- To a detailed explanation of your bill.
- To full information on financial resources available for your health care.
- For information on your health needs after discharge and how to meet them.
- To receive information on your rights as a patient during the admissions process or at the earliest appropriate moment in your hospital experience.
- To have access to any individual or agency authorized to act on your behalf and protect your rights.
- To voice concerns regarding your care, to have those concerns reviewed and, whenever possible, resolved.

- To have your rights transferred to your designated representative if you are unable to participate in decisions. (Examples include individuals who have been judged legally incompetent or not capable of understanding a proposed procedure, who cannot communicate their wishes or are unemancipated minors.)
- To know the names of all physicians and other practitioners directly involved in your care and the names and professional status of other health care professionals, including medical students and residents, having contact with you.

VISITORS

- To determine if you would or would not like visitors while in the hospital. The hospital does reserve the right to limit your visitors based on your needs or the needs of others.
- To name individuals who can visit you during your stay. These individuals do not need to be family or related to you.
- To name an individual who may make decisions regarding visitors if you become incapacitated.

PRIVACY/CONFIDENTIALITY

You have the right:

- To privacy in your medical care, including case discussion and consultation in addition to examination and treatment. You may have someone present during examinations, explanations, treatments, procedures and teaching, if they do not interfere.
- To request a room transfer if another patient or visitor is disturbing you and if a suitable room is available.

- To have all information and records of your care treated as confidential except as provided by law or insurance agreements.
- To have your records read only by those providing your care, monitoring your care or authorized by law or regulation. You or your representative may also have access to all the information in your medical records unless access is specifically restricted for medical reasons.

INFORMATION

You have the right:

- To have a family member or representative of your choice and physician of your choice notified promptly of your admission to the hospital and be involved in care, treatment and service decisions.
- To receive appropriate language services in a way you understand and in the language you prefer for health discussions. This includes interpretation and translations services at no charge to you. Services include assistive devices for vision, speech, hearing or cognitive impairments.
- To full information in lay terms on your diagnosis, treatment and prognosis, including alternative treatments and possible complications. When it is not medically advisable for you to have the information, it will be given to your designated representative.
- To expect your physician to obtain your informed consent before starting any procedure except in emergencies.

OPTIONS

- To refuse to be involved in any experimental, research, donor or educational program unless you or your representative give informed consent before your participation in the program. You may withdraw informed consent at any time.
- To accept or refuse care offered by the hospital to the extent permitted by law. You will be informed of the medical consequences of your decision.
- To make a referral to the Bioethics Committee if there are unresolved issues regarding your care, treatment and services. To do this, consult the leader of the department.
- To inform the health center if you have drawn up an “advance directive” or appointed a surrogate to make health care decisions on your behalf. Your decisions will be honored within the limits of the law and the philosophy of Saint Vincent.
- To receive care even though you do not have an advance directive or appointed surrogate.
- To ask for help in arranging a consultation with another physician.
- To request a transfer to another institution if Saint Vincent cannot meet your request for care because of philosophical or other conflicts. The transfer must be medically permissible and acceptable to the other institution and should be based on thorough exploration of the alternatives.
- To be free from both physical restraints and drugs used as restraints. Restraints will only be used when necessary, and only when all other measures have been exhausted to provide safety for you and for health center employees.
- To information about pain and pain relief measures.