

PATIENT'S BILL OF RIGHTS

NON-DISCRIMINATION STATEMENT:

For the purpose of patient care, employment, and medical staff privileges; Aestique Ambulatory Surgical Center does not discriminate on the basis of race, color, creed, ancestry, handicap, disability, age, sex, sexual orientation, or national origin. Aestique Ambulatory Surgical Center considers persons with AIDS, HIV infection, or AIDS-related conditions to be handicapped and includes them in its nondiscrimination policy regarding patient admission as required by the implementing Regulation for Section 504 of the Rehabilitation Act of 1973.

YOUR RIGHTS UNDER PENNSYLVANIA AND FEDERAL LAW:

- In response to the patient's request and need, *Aestique*® provides care that is within its capacity, its stated mission and philosophy, and applicable law and regulation. When *Aestique*® cannot meet the requests or needs for treatment because of a conflict with its mission or philosophy or incapacity to meet the patient's needs or requests, the patient may be transferred or referred to another facility when medically permissible. Such a transfer or referral will be made only after the patient has received complete information and explanation concerning the needs for and alternatives to such a transfer. The transfer must be acceptable to the receiving organization.
- It should be noted that the patient may require admission to a hospital in the event of medical need.
- The patient has the right to considerate and respectful care given by competent personnel. The care of the patient includes consideration of the psychosocial, spiritual, and cultural variables that influence the perceptions of illness. *Aestique*® allows patients to express their spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical treatment for the patient.
- A patient has the right, upon request, to be given the name of his/her attending practitioner, the names of all other practitioners directly participating in his/her care, and the names and functions of other health care persons having direct contact with the patient.
- A patient has the right to consideration of privacy concerning his/her own medical care program. Case discussion consultation, examination and treatment are considered confidential and shall be conducted discreetly.
- A patient has the right to have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
- The patient has the right to access his/her medical record and to have his/her medical record read only by individuals directly involved in his/her care, by individuals monitoring the quality of patient's care, or by individuals authorized by law or regulation (other individuals may read the medical record only with the patient's written consent or that of a legally authorized or designated representative).
- The patient and/or the patient's legally designated representative has access to the information contained in the patient's medical record, within the limits of the law.
- The patient has the right to be given a clear, concise explanation of his/her condition and of any proposed treatments or procedures, the potential benefit and the potential drawbacks of the proposed treatment or procedures, problems related to recuperation, and the likelihood of success.
- The patient has the right to participate in decisions about the intensity and scope of treatment, within the limits of the organization's philosophy and mission and applicable law and regulation. Participation in decision making by the patient includes his/her responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives, and other matters relating to his/her health or care. In addition, a patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of him/her.
- A patient has the right to know what rules and regulations apply to their conduct as a patient.
- The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- The patient has the right to full information in laymen's terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments 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 the responsible person.
- Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure.

- A patient or, if the patient is unable to give informed consent, a responsible person has the right to be advised when a practitioner is considering the patient as 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 has previously given informed consent.
- The 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.
- The right of the patient's guardian, next of kin, or legally authorized responsible person to exercise, to the extent permitted by law, the rights delineated on behalf of the patient. Although the patient is recognized as having the right to participate in his/her care and treatment to the fullest extent possible, there are circumstances under which the patient may be unable to do so. In these situations, the patient's rights are to be exercised by the patient's designated representative or other legally designated person.
- A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability or source of payment.
- The patient who does not speak English shall have access, when possible, to an interpreter.
- The patient has the right to expect good management techniques to be implemented within the center. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
- When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient transfer.
- The patient has the right to examine and receive a detailed explanation of his/her bill.
- A patient has the right to expect that *Aestique*® will provide information for continuing health care requirements following discharge and the means for meeting them.
- A patient has the right to be informed of his/her rights at the time of admission.
- Upon discharge, a patient is given the provisions for after-hours emergency care.
- As a patient at *Aestique*®, the patient can expect: Reports of pain will be believed; information about pain and pain relief measures; a concerned staff committed to pain prevention and management; health professionals who respond quickly to reports of pain; and, effective pain management.

FOR COMPLAINTS REGARDING THE AMBULATORY SURGICAL FACILITY:

**Please forward concerns to: Aestique Ambulatory Surgical Center – Administrator – One Aesthetic Way, Greensburg, PA 15601
Phone Number: (724) 832-7555**

**Contact Department of Health Quality Assurance, PA Department of Health
Room 532, Health & Welfare Building 625 Forster St. Harrisburg, PA 17120
Quality Assurance Complaint Hotline (800) 254-5164 or online at www.health.state.pa.us**

**The American Association For Accreditation of Ambulatory Surgery Facilities, Inc.
5101 Washington Street, Suite 2F, Gurnee, IL 60031 1-888-545-5222 email:info@aaasf.org**

**If a patient has a concern about the quality of care provided, or feels that they were discharged too early, they may contact:
KePRO 777 East Park Drive P.O. Box 8310 Harrisburg, PA 17105-8310 Phone: 1-800-222-0771**

**Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman through their website:
www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html or call 1-800-633-4227.**

If you believe that Aestique Ambulatory Surgery Center has discriminated on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: U.S. Department of Health and Human Services, Office for Civil Rights via <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, by mail at 200 Independence Avenue SW., Room 509F, HHH Building, Washington DC 20201 or by calling 1(800) 868-1019 or (800) 537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.