

Patients' Bill of Rights & Responsibilities

At UPMC Hamot, we are committed to making your hospital experience as satisfying as possible, in addition to providing top-quality medical care. We encourage you and your family to be a partner in your care and to communicate with your healthcare team during your stay.

As a patient and a partner in your healthcare, you have certain rights and responsibilities during your stay at UPMC Hamot.

As a patient, you have the right to:

- Designate visitors who have the same privileges as an immediate family member, regardless of whether they are legally related to you.
- Be informed about your health status.
- Be involved in planning your care and treatment.
- Know the names and functions of all healthcare professionals and staff who are treating you and/or have direct contact with you.
- Know what UPMC Hamot rules and regulations apply to you.
- Receive appropriate assessment and treatment of any pain you may have.
- Know about professional and financial ties between institutions and people caring for you.
- Make an Advance Directive. Advance Directives allow you to state your desires for healthcare treatments if you are not able to make these choices for yourself. They may also name someone to make these healthcare decisions for you if you cannot. If you do not have an Advance Directive, we can provide you with information and help you complete one.
- Provide informed consent before any treatment or procedure, except in emergencies. Information such as diagnosis, treatment, prognosis, alternative options, risks and complications will be reviewed with you prior to giving consent.
- Consent or decline to be a part in any experimental research, donor or educational program. You may withdraw consent at any time during the program.
- Privacy in your medical care. Any treatment, exam, consult or talk about your care will be done in a discreet manner. Your medical records will be kept confidential and only released to those involved in your care, and as allowed by law or insurance contracts.
- Accept or refuse any medication, treatment or procedure (including forgoing or withdrawing life support or withholding resuscitation services) and to leave UPMC Hamot if you so choose. If you feel you must make these choices, we ask that you talk with your healthcare professional. Your healthcare professional should explain to you what could happen to your health or condition if you make these choices.
- Seek advice from another healthcare professional at your own request and expense.
- Be given instructions about continuing health needs, which may include caring for yourself at home. If you are an inpatient, these will be given before you go home. Feel free to ask any questions at any time.
- Consent or decline to be in any research or donor projects that are proposed to you and to have someone fully explain the project to you before you decide to sign a consent form.

If you decline, you will have the most effective care that UPMC Hamot can otherwise provide. You may at any time refuse to remain in a program for which you have already given consent.

- Access your medical records and have them explained to you, unless restricted by law.
- Be free from all forms of abuse and harassment.
- Receive care without discrimination in regard to race, color, religion, gender, sexual preference, disability, veteran's status, national origin, source of payment, ability to pay or any other legally protected characteristic.
- Access to an interpreter, when possible, if you do not speak English.
- Appropriate services to accommodate any special needs and requirements.
- A detailed explanation of your bill, regardless of how you plan to pay it. You will be provided with information on financial resources available to help you pay your bill, if necessary.
- Respectful care given by competent personnel.
- Expect emergency procedures to be implemented without unnecessary delay.
- Good quality care and high professional standards that are continually maintained and reviewed.
- Full information in layman's terms, concerning your diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to you, the information shall be given on your behalf to your next of kin or other appropriate person.
- Expect good management techniques to be implemented considering effective use of your time and to avoid your personal discomfort.
- Be transferred to another facility, when medically permissible, only after you or your next of kin or other legally responsible representative have received complete information and an explanation concerning the needs for and alternatives to such a transfer. The institution to which you are to be transferred must first have accepted you for transfer.
- Not be denied the right of access to an individual or agency who is authorized to act on your behalf to assert or protect your rights.

As a patient, you have the responsibility to:

- Provide complete and accurate information about your current problem and health history to the best of your knowledge and ability.
- Report any changes in your condition to your healthcare provider.
- Speak up and let staff know whether you understand a planned course of treatment and what is being asked of you.
- Be considerate of other patients and ask your visitors to do the same. Follow all hospital rules and regulations, especially concerning smoking, noise, visitor limits and hours and respect the property of the hospital and other people. Hospital rules protect the rights of all patients.
- Follow the treatment plan and instructions that your healthcare provider advises and to keep all appointments made for you.
- Be accountable for your actions if you choose to refuse any treatment or to leave UPMC Hamot against medical advice. If you choose to leave or refuse treatment, you will need to sign a consent form stating that you understand the consequences of your actions and that you are responsible for any outcomes.
- Ask any questions you may have about your bill. You will be provided with information on financial resources available to help you pay your bill, if necessary.

We welcome your comments about the care you receive, as they help us provide the best care that we can to all of our patients. If you have any questions or concerns, please feel free to speak with your healthcare provider or any UPMC Hamot staff member.

If you have a concern or complaint about safety or quality of care, we encourage you to talk to your healthcare provider to resolve the issue. If you are not satisfied or if you are not comfortable talking to that person, we encourage you to talk to the nurse director or department manager. If you are still not satisfied about the handling of your concern or complaint, please contact UPMC Hamot's Patient Representative at 814-877-3767 in the Main Hospital or 814-877-3978 in the Women's Hospital. We will make every effort to resolve your concern within the shortest time possible.

You also have the option, at any time, to directly contact the Pennsylvania Department of Health Division of Acute and Ambulatory Care, 25 McQuiston Drive, Jackson Center, PA 16133 at 1-800-254-5164 or The Joint Commission Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, IL 60181 at 1-800-994-6610 or complaint@jointcommission.org.

 UPMC Hamot

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