

PATIENT DISCLOSURE FORM

UPMC Hamot Surgery Center, LLC. complies with the provisions of the Civil Rights Act of 1964 and the Pennsylvania Human Relations Act and all requirements imposed pursuant thereto to the end that no person shall, on the grounds of age, sex, race, color, handicap, disability, religion, ancestry or natural origin, be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination in the provision of any care or service.

Patient Bill of Rights

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/her attending practitioner, the names of all other practitioners directly participating in his or her care and the names and functions of other health care persons having direct contact with the patient.
3. A patient has the right to consideration of privacy concerning his or her own medical care program. Care discussion, consultation, examination and treatments are considered confidential and shall be conducted discreetly.
4. A patient has the right to have records pertaining to his or her medical care treated as confidential except as otherwise provided by law or third party contractual relationships.
5. A patient has the right to know what UPMC Hamot Surgery Center, LLC. rules and regulations apply to his or her 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 layman's terms, concerning diagnosis, treatment and prognosis, 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 or her behalf to a responsible person.
9. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure.
10. A patient or, in the event 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. 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.
11. A patient has the right to refuse drugs or procedures, to the extent permitted by law, and the practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
12. 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.
13. The patient who does not speak English shall have access, where possible, to an interpreter. The organization will make every attempt to accommodate the needs of those with hearing, vision, cognitive and speech impairments. Braille signs are located throughout the facility.
14. UPMC Hamot Surgery Center, LLC. shall provide the patient or patient designee, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
15. The patient has the right to expect good management techniques to be implemented within the UPMC Hamot Surgery Center. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
16. When an emergency occurs and a patient is transferred to another facility, the designated responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
17. The patient has the right to examine and receive a detailed explanation of his or her bill.
18. A patient has the right to expect that UPMC Hamot Surgery Center will provide information continuing health care requirements following discharge and the means for meeting them.
19. A patient has the right to be informed of his or her rights at the time of admission.
20. Every patient has the right to information on Advanced Directives and Living Wills. Information may be obtained from any member of the staff of the Surgery Center. It is at the discretion of the attending surgeon and anesthesiologist whether or not we will honor your Advance Directives. If not, you will be transferred to the nearest hospital at which time they will

determine whether or not to honor your Advanced Directive, according to their individual policy. Although you may provide the Center with a copy of your Advanced Directives or Living Will, it is up to your attending surgeon and anesthesiologist to decide should an emergency situation arise, whether to honor your directives.

21. All patients will be assessed for pain prior to their day of surgery and throughout their stay. Patients have the right to expect a quick response to pain. Reports of patients' pain will be believed. Information about pain and pain relief is given to all patient experiencing pain. Staff are committed to pain prevention and management.
22. Patients have the right to feel safe and secure when in the facility and can approach any staff member to express their concerns. All concerns are taken seriously and reported to Administration to assure appropriate follow-up.
23. We welcome your comments about the care that you are given. If you have questions concerning your care, feel free to speak with your doctor, nurse or any UPMC Hamot Surgery Center staff member. You may also ask to speak with our charge nurse on duty.
24. Patients have the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation. All concerns are taken seriously and will be reported to the Administrative Director who will in turn contact Protective Services.
25. If you have a concern about quality of care, contact the Pennsylvania Department of Health, Acute and Ambulatory Care Services, 625 Forster Street Room 532, Health and Welfare Building, Harrisburg, PA 17108-0090; or call 1-877-724-3258.

Patient Responsibilities

For the best of care, we are counting on you as a partner. You can assist us by:

- Taking an active part in making decisions about your care.
- Giving, as best you can, truthful and complete facts about current health problems and complaints, past illnesses, past hospital stays, medication you take, and other matters related to your health.
- Reporting any changes in your condition to your doctor, nurse or other health care worker.
- Letting us know whether or not you clearly understand the plans being made for your care and things you are being asked to do.
- Asking any questions you have of your doctor, nurse or other health care staff.
- Providing us with the information needed for your insurance. We ask that you be prompt in asking any questions about your bill and seeing that it is paid.
- Being considerate of other patients, and seeing that your visitors are, also, especially in regard to noise, "no smoking" rules, limits on the number of visitors, and respect for the property of UPMC Hamot Surgery Center and others. Our rules in this regard are for the comfort and safety of all patients, and to allow us to function in an efficient and orderly way.
- Following the treatment plan that your doctor or dentist advises. This may include following instructions from nurses or other health care staff as they carry out your doctor or dentist's orders, or ask you to comply with UPMC Hamot Surgery Center policy. If you have problems with following these orders or treatment plans, we are counting on you to talk with your doctor, dentist or other surgery center staff.
- *You are responsible for your actions and must sign a consent form if you choose to refuse any medication or treatment, or to leave UPMC Hamot Surgery Center against medical advice. When you leave against medical advice, your bill may not be covered by insurance.*

At UPMC Hamot Surgery Center, we believe that you deserve the best. We pledge to give you the best service that we can, and we will care for you as we would for a member of our family. We will give clear, complete information before and during your care and treatment, attend to your needs promptly, act as expert care givers, welcome your questions and talk frankly with you while keeping your case private.

THE PATIENT IS RESPONSIBLE FOR ALL BALANCES, COPAYS, AND DEDUCTIBLES