

**UNIVERSITY OF PENNSYLVANIA HEALTH SYSTEM**  
**Department of Psychiatry**

**PATIENTS' RIGHTS AND RESPONSIBILITIES**

**The University of Pennsylvania Health System recognizes the individual's rights to freedom of expression, independent decision, and action, and has concern for his/her personal dignity and human relationships. The University of Pennsylvania Health System endeavors to create an environment supporting patients' rights pursuant to federal and state regulation, and each patient is guaranteed access to information about all mental health and substance abuse benefits in inpatient and outpatient settings.**

**A patient has the right to:**

- respectful care given by competent personnel which reflects consideration of personal value and belief systems and which optimizes comfort and dignity.
- know what facility policies, rules and regulations apply to conduct as a patient.
- good quality care and high professional standards that are continually maintained and reviewed.
- expect emergency procedures to be implemented without unnecessary delay.
- expect good management techniques to be implemented within the facility considering effective use of time and avoidance of personal discomfort.
- have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
- medical and nursing services without discrimination based upon race, color, religion, gender, sexual preference, handicap, national origin, or source of payment.
- appropriate assessment and management of pain.
- make decisions involving his/her health care, in collaboration with his/her physician. This right applies to the family and/or guardian of neonates, children, and adolescents.

While the Medical Centers recognize the right of the patient to participate in care and treatment to the fullest extent possible, there are circumstances under which the patient may be unable to do so. In these situations (e.g. if the patient has been adjudicated incompetent in accordance with the law, or is found by the physician to be medically incapable of understanding the proposed treatment or procedure, or is unable to communicate his/her wishes regarding treatment, or is an unemancipated minor) the patient's rights are to be exercised, to the extent permitted by law, by the designated representative or other legally designated person.

- make the decisions regarding the withholding of resuscitative services or the forgoing of or the withdrawal of life-sustaining treatment within the limits of the law and the policies of this institution.
- upon request, be given the name of the attending physician, and the names of all other physicians or practitioners directly participating in care, and the names and professional status of other health care personnel, including medical students, residents or other trainees having direct contact with the patient.
- every consideration of privacy concerning the medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly giving reasonable visual and auditory privacy whenever possible. This includes the right, if requested, to have someone present while physical examinations, treatments, or procedures are being performed, as long as they do not interfere with diagnostic procedures or treatments. This also includes the right to request a room transfer if another patient or a visitor in the room is unreasonably disturbing and another room equally suitable for care needs is available.
- receive care in a safe setting, and be free from all forms of abuse and harassment.
- to have all information, including records pertaining to medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
- be free from restraint and seclusion not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff.
- have medical records read only by individuals directly involved in care, by individuals monitoring the quality of care, or by individuals authorized by law or regulation. The facility shall provide the patient or his/her designated/legal representative, upon request, access to all information contained in the medical records, unless access is specifically restricted by the attending physician for medical reasons.
- be communicated with in a manner that is clear, concise and understandable. If the patient does not speak English, they should have access, where possible to an interpreter.
- full information in layman's terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable that such information be given to the patient, the information shall be given on the patient's behalf to his/her designated/legal representative.
- except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
- access protective services.

- not be involved in any experimental, research, donor program, or educational activities unless the patient or his/her designated/legal representative has, given informed consent prior to the actual participation in such a program. The patient or his/her designated/legal representative may, at any time, refuse to continue in any such program to which informed consent has previously been given.
- accept medical care or to refuse any drugs, treatment, or procedure offered by the facility, to the extent permitted by the law; a physician shall inform the patient of the medical consequences of such refusal.
- participate in the consideration of the ethical issues surrounding care, within the framework established by this organization to consider such issues.
- formulate an "advance directive", or to appoint a surrogate to make health care decisions in his/her behalf. These decisions will be honored by this facility and its health care professionals within the limits of the law and this organization's mission, values and philosophy. If applicable, the patient is responsible for providing a copy of his/her "advance directive" to the facility. The patient is not required to have or complete an "advance directive" in order to receive care and treatment in this facility.
- assistance in obtaining consultation with another physician at the patient's request and expense.

When this facility cannot meet the request or need for care because of a conflict with our mission or philosophy or incapacity to meet the patient's needs or requests, the patient may be transferred to another facility when medically permissible. Such a transfer should be made only after the patient or his/her designated/legal representative has received complete information and explanation concerning the needs for, and alternatives to, such a transfer. The transfer must be acceptable to the other institution.

- examine and receive a detailed explanation of the bill.
- full information and counseling on the availability of known financial resources for his/her health care.
- expect that the health care facility will provide a mechanism whereby the patient is informed upon discharge of continuing health care requirements following discharge and the means for meeting them.
- voice complaints regarding his/her care, without recrimination; to have those complaints reviewed, and when possible, resolved.
- The patient cannot be denied the right of access to an individual or agency who is authorized to act on his/her behalf to assert or protect the rights set out in this section.

**A patient should act in accord with facility policies, rules, and regulations and assume responsibility for the following:**

- the facility expects that a patient, or his/her designated/legal representative, will provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, "advance directives", and other matters relating to the health history or care in order for him/her to receive effective medical treatment.
- reporting whether he/she clearly comprehend a contemplated course of action and what is expected of him/her.
- cooperating with all facility personnel and ask questions if directions and/or procedures are not clearly understood.
- being considerate of other patients and facility personnel, to assist in the control of noise and visitors in his/her room, and to observe the smoking policy of this institution. A patient is also expected to be respectful of the property of other persons and the property of the Medical Center.
- In order to facilitate his/her care and the efforts of the facility personnel, a patient is expected to help the physicians, nurses, and allied medical personnel in their efforts to care for him/her by following their instructions and medical orders.
- Duly authorized members of a patient's family or designated/legal representative are expected to be available to health care personnel for review of his/her treatment in the event he/she is unable to properly communicate with his/her health care givers.
- assuming the financial responsibility of paying for all services rendered either through third party payers (his/her insurance company) or being personally responsible for payment for any services, which are not covered by his/her insurance policies.
- not taking drugs which have not been prescribed by his/her attending physician and administered by facility staff and that he/she will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during his/her hospital stay or visit.

**If the patient or a family member thinks that a complaint or grievance remains unresolved through the Hospital process, he/she has the right to contact the Division of Acute and Ambulatory Care, PA Department of Health. P.O. Box 90, Health and Welfare Building, Harrisburg, PA 1180-0090, (800) 254-5164.**

**I have (        ) received or (        ) refused a copy for my personal records.**

\_\_\_\_\_  
Signature of Patient or Legal Guardian

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Signature of Witness (**PCWBW staff member**)

\_\_\_\_\_  
Date Signed