



As a Patient of Full Spectrum Emergency Room, you have the right within the limits of the law to:

- Be fully informed in writing, before or at the time of admission of these Rights and Responsibilities
- Have the right to receive care and be treated with respect, dignity and honor in a safe environment.
- A Patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- Be informed of the criteria for admission and discharge before or at the time of admission.
- A Patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- A Patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- A Patient has the right to be assured that Full Spectrum Emergency Room personnel who provide patient care are qualified through education and experience to carry out the service and treatment for which they are responsible.
- Be informed of the name of the care provider who is responsible for the patient's care and treatment, and be aware of how that provider may be contacted.
- To be afforded impartial access to quality treatment and services that are available and medically necessary regardless of race, sex, sexual orientation, national origin, marital status, illness, infectious disease, disability, age, religion, or source of payment.
- You have the right to the information necessary for you to make informed decisions, in consultation with your physician, about your medical care including information about your diagnosis, the proposed care and your prognosis in terms and a manner that you can understand before the start of your care. You also have the right to take part in developing and carrying out your plan of care.
- Be informed of the right to make decisions regarding the Patient's medical care, including the Information necessary to enable the patient to make treatment decisions that reflect his/her wishes, the right to accept or refuse medical treatment including information regarding the consequences of refusing treatment.
- A Patient has the right to formulate Advanced Directives and, if transferred to a hospital, to request that the hospital staff and practitioners who provide care in the hospital comply with these directives by federal regulation.
- A Patient has the right to every consideration of his privacy concerning his medical care program, case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
- A Patient has the right to have all records pertaining to his medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
- Be informed that written consent is required for the release of medical records to any individual outside Full Spectrum Emergency Room facility except in the case of transfer to another health care facility, or as required by law for third-party payment contracts, or as authorized by the patient in writing.
- Full Spectrum Emergency Room shall provide the Patient, or Patient Designee, upon request access to all information contained in his medical records, unless access is specifically restricted by the attending Physician for medical reasons or subject to state and federal law.
- The Privacy of a Patient's Protected Health Information will be maintained as the law requires. A patient has the right to receive the applicable Notice of Privacy Practices information indicating Full Spectrum Emergency Room's Privacy Practices concerning a Patient's Protected Health Information and when such information is materially changed. To receive a copy, please contact any of our employees.
- Except for emergencies, the Physician must obtain the necessary Informed Consent before the state of any procedure or treatment, or both. Informed consent is defined in section 103 of the Health Care Services Malpractice Act (40 P.S. §1301.103)
- A detailed explanation of the bill for services rendered and the right to know any charges for items and services the Patient may be responsible to pay and Full Spectrum Emergency Room Policies for Payment of Services.
- The Patient has a right to full information and counseling on the availability of known financial resources for his health care.
- You have a right to request and/or be provided language assistance i.e., interpreter services, if you have a language barrier or hearing impairment. This will be provided at no cost to you to help you actively participate in your care.
- Be fully informed by a Physician as to the patient's health status, unless the judgment of the Physician Indicates this information would be contraindicated due to medical or psychological consideration or family request.
- To voice grievances concerning treatment or care that is (or fails to be) furnished without discrimination, or reprisal for voicing grievances and without restraint, interference, or concern.
- To be informed upon admission of Full Spectrum Emergency Room mechanism for receiving, reviewing, and resolving Patient Complaints and be provided the telephone number, address, and procedures for filing a grievance or complaint confidentially.
- A Patient has the right to prompt resolution of complaints and/or grievances from either the Patient or his or her family.
- A Patient has the right to be free from mental, physical, sexual, and verbal abuse, neglect and exploitation, or harassment.
- A Patient has the right to expect that the health care facility will provide a mechanism whereby he/she is informed upon discharge of his continuing health care requirements following discharge and the means for meeting them.
- You have the right to have your family take part in your care decisions with your permission.
- You have the right, to the extent permitted by law, to have your legal guardian, next of kin, or a surrogate decision maker appointed to make medical decisions on your behalf in the event you become unable to understand a proposed treatment or procedure, are unable to express your wishes regarding your care, or you are a minor. The person appointed has the right, to the extent permitted by law, to exercise your rights as a patient on your behalf.
- You have the right to care that is considerate and respectful of your personal values and beliefs. The Facility strives to be considerate of the ethnic, cultural, psychosocial, and spiritual needs of each patient and family. The Facility acknowledges that care of the dying patient includes care with dignity and respect, management of pain and consideration for the patient's and family's expression of grief.
- You have the right to communicate with family, friends and others while you are a patient in the Facility unless restrictions are needed for therapeutic effectiveness. You also have the right to receive visitors of your choosing including a spouse, a domestic partner (including a same-sex domestic partner), family members, and friends. This right is subject to any clinically necessary or reasonable restrictions imposed by the Facility or your doctor. You also have the right at any time to refuse to have visitors.
- Disclosure: Additionally, Patient Rights are available upon request and on our website at: www.FullSpectrumER.com



- When medically permissible, a patient may be transferred to another facility only after the next of kin or other legally responsible representative has received complete information and explanation concerning the need for alternatives for a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
- Be referred to alternative services as appropriate to meet those identified patient needs in which Full Spectrum Emergency Room is unable to meet. When the patient is referred to another facility for service please Inform the facility in a timely manner of the need for transfer and level of care. The facility should be notified of all impending care; such as discharge, continuing care requirements, and other available services.
- Not to be transferred or discharged unless
 - The individual's health and safety or that of another person requires discharge
 - The individual's medical needs require a transfer
 - The individual does not meet any criteria for continued service set forth by Full Spectrum Emergency Room, federal, state, or local statute or regulation
 - The individual fails to pay for services, except as such transfer or discharge is prohibited by law
- Be fully informed if the criteria for admission have not been met and assisted in notifying the Physician or other original referral source for review of alternative options available in the community.