

## YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT OF ALBERT EINSTEIN MEDICAL CENTER

Everyone at Albert Einstein Medical Center is committed to delivering effective, compassionate medical care to our patients, and to making your stay as personally satisfying as possible. We will give you the best care we can, in keeping with our mission, our values, and applicable laws and regulations.

### YOUR RIGHTS AS A PATIENT

Our team of administrators and staff has endorsed the following “Statement of Patient Rights,” which applies to each of our patients. If you are unable to exercise these rights on your own behalf, your designated/legal representative can exercise them for you.

- 1. The right to respectful care:** You have the right to respectful care given by competent staff who shows consideration for your personal values and beliefs, your comfort and dignity.
- 2. The right to know the rules:** You have the right to know the rules and regulations that apply to your conduct as a patient.
- 3. The right to rapid response:** You have the right to expect that we will use emergency procedures without unnecessary delay.
- 4. The right to quality care:** You have the right to high-quality care and high professional standards that we review and refine regularly.
- 5. The right to comfort and convenience:** You have the right to expect good management practices that show respect for your time and help you avoid personal discomfort.
- 6. The right to be free of pain:** You have the right to be free of pain to the extent that is medically possible and to state-of-the-art pain management. Effective pain management is appropriate for all patients, not just for dying patients. This includes the right to a timely response to reports of pain.
- 7. The right to be free from any form of restraints:** You have a right to be free from any form of restraints (physical or drug) that is not medically necessary.
- 8. The right to be free from seclusion and restraint:** You have the right to be free from seclusion and restraint for behavior management.
- 9. The right to care no matter what your background or circumstances:** You have the right to medical and nursing services, no matter what your race, gender, color, religion, sexual orientation, disability, national origin, or ability to pay.
- 10. The right to participate in your care:** You have the right, with your physician, to make decisions involving your healthcare. (This applies to the family and/or guardian of newborns, children and adolescents.) If you are unable to do so (E.g., if you have been judged incompetent by law, if your physician considers you medically incapable of understanding the proposed treatment or procedure, if you are unable to communicate

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- your wishes, or if you are an unemancipated minor), your appointed or legal representative will exercise your rights to the extent the law permits.
- You have the right to make decisions about withholding resuscitative services or life-sustaining treatment within the limits of the law and Albert Einstein Medical Center policies. Except in emergencies, your physician must obtain your informed consent before starting any procedure or treatment.
  - You have the right to refuse to be involved in any experimental research, donor program, or educational activity unless you or your representative has first given informed consent. You or our representative may, at any time, refuse to continue in any such program even after you have given your consent.
  - You have the right to accept or refuse medical care, including drugs, treatments, or procedures offered by us, to the extent permitted by law. A physician will inform you of the medical consequences of such refusal.
  - You have the right to participate in considering ethical issues related to your care, within the framework established by our organization.
  - You have the right to develop an advance directive (living will).
  - You are responsible for providing a copy of your advance directive to us. We will honor these decisions within the limits of the law and our mission, values and philosophy. You do not have to write an advance directive to receive care and treatment in our facilities.
  - You have the right to help in obtaining consultation with another physician at your request and expense.
- 11. The right to know who is caring for you:** You have the right, upon request, to be given the name of your attending physician, the names of all other physicians or practitioners directly participating in your care, and the names and professional status of other personnel who have direct contact with you, such as medical students, residents or other trainees.
- 12. The right to privacy:** You have the right to every consideration of privacy about your medical care.
- We consider case discussion, consultation, examination and treatment confidential and will conduct these discreetly, giving reasonable protection whenever possible from sights and sounds that might disturb you. Also, you have the right to request another room if your roommate or his/her visitors unreasonably disturb you and if another room is available.
  - You have the right to have someone present while physical exams, treatments or procedures are performed, as long as this person does not interfere with diagnostic procedures or treatments.
- 13. The right to confidentiality:** Albert Einstein Medical Center will provide you or your designated representative, upon request, access to all information in your medical records, unless your attending physician specifically restricts this for medical reasons.
- The only other people who we allow to see your medical records are people directly involved in your care, people who monitor the quality of your care, or people authorized by law, regulation or contractual arrangement.
- 14. The right to clear, complete communication:** You have the right to be communicated with in a manner that is clear, concise and understandable. If you do not speak English, you should have access, where possible, to an interpreter.
- You have the right to full information in an understandable form about your diagnosis, treatment, prognosis, alternative treatment and possible complications. When your doctor advises against giving this information to you, it will be given to your authorized representative.
- 15. The right to care from another facility when we cannot care for you:** When this hospital cannot meet your request or need for care because of a conflict with our mission, or philosophy or our inability to meet your needs, you may be

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transferred to another facility when medically permissible. Such a transfer should be made only after you or your representatives have received complete information about the reasons for such a transfer and the alternatives. Also, the other institution must approve the transfer.

16. **The right to financial information:** You have the right to receive a detailed explanation of your bill.
  - You have the right to full information and counseling on financial resources available for your care.
17. **The right to information about your future care:** You have the right to expect that, upon your discharge, we will provide you with information about your continuing healthcare requirements and how you can fulfill them.
18. **The right to use help in securing your rights:** You cannot be denied access to an individual agency authorized to act on your behalf to assert or protect your rights.
19. **The right to complain and get a response:** You have the right to express complaints about your care without negative consequences to you. You also have the right to have your complaints reviewed and, when possible, resolved. Patients have the right to call free or write to the following agency to report complaints.  
**Pennsylvania Department of Health  
Acute and Ambulatory Care Services  
P.O. Box 90  
Harrisburg, PA 17108-0090  
1-800-254-5164**
20. **The right to information about your rights:** During the admissions process or the earliest possible appropriate moment, we will provide you with information about your rights as a patient.

## **YOUR RESPONSIBILITIES AS A PATIENT**

1. **Tell us your health history and current condition:** To help us provide you with effective medical care, we at Albert Einstein Medical Center expect that you or your representative will give us accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives and other things related to your health history or care.
2. **Tell us whether we have been clear:** We expect you to cooperate with all hospital personnel and ask questions if directions or procedures are not clear.
3. **Cooperate with us:** We expect you to help physicians, nurses and allied medical personnel in their efforts to care for you by following their instructions and medical orders.

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4. **Respect other patients and staff:** We expect you to be considerate of other patients and staff by:
    - Controlling noise
    - Keeping visitors from interfering with the comfort, rest and care of you and others
    - Observing our no-smoking policy
    - Respecting the property of other people and of our health center
  
  5. **Avoid smoking, unauthorized drugs, and substances that interfere with your health:** We expect that you will not take drugs unless they have been prescribed by your attending physician and given to you by hospital staff. We also expect that you will avoid consuming alcoholic beverages or toxic substances during your stay, because these complicate or endanger your care and healing.
  
  6. **Give us access to others involved in your healthcare decisions:** We expect your authorized representatives to be available to hospital personnel to review your treatment in case you are unable to communicate adequately with your caregivers.
  
  7. **To the extent possible, provide payment for your care:** It is understood that, through your insurance company or, when your insurance does not cover service, through your own financial resources, you assume responsibility for paying for all services given to you.

## **ETHICAL ISSUES**

An Ethics Consultation service provides a forum to discuss ethical issues in order to resolve or clarify ethical concerns for patients, families, nursing and physician staff. The Committee can include Medical Staff, Nursing, Social Services, Patient Advocacy, Clergy, Administration and the community. An Ethics Panel consultation may be requested by calling the office of **Ethics and Health Policy Initiatives at 215-951-8137**

## **Help Us Help You!**

Being a good patient does not mean being a silent one. If you have questions, problems, or unmet needs, let us know. Please call **Patient Services at 456-6334**.