You have the right to respect as a patient which reflects consideration of your cultural and personal values and beliefs and which optimizes your comfort and dignity.

You have the right, upon request, to be given the name of the attending physician, the name of any other physicians or practitioners directly participating in your care, and the same name of other healthcare personnel, having direct contact with you.

You have the right to all information, including records, pertaining to your medical care treated as confidential except as otherwise provided by law or by third-party contractual arrangements.

You have the right to know hospital policies, rules and regulations applicable to your conduct as a patient.

You have the right to expect emergency procedures to be implemented without unnecessary delay.

You have the right to good quality care and high professional standards that are continually maintained and reviewed.

You have the right to full information in layperson’s terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatments and possible outcomes. When it is not medically advisable that such information be given to you, the information shall be provided to your designated/legally authorized representative. Except for emergencies, the physician shall not provide such information to any person other than the patient, your designated/legally authorized representative, or individual as a support person during the hospitalization, unless access is specifically restricted by law or by the patient or your designated/legally authorized representative.

You have the right to be involved in medical care decisions regarding your treatment. You have the right to give or withhold informed consent for your treatment. Your right to give consent is inalienable. You have the right to receive a summary of all information you have used to give or withhold informed consent as defined by applicable law prior to the start of any procedure or treatment, or both.

You have the right not to be involved in any medical care research or donor program unless you, or your designated/legally authorized representative, give your consent to such research or donation program. You have the right to receive, in a safe setting that is free from abuse, harassment, neglect, exploitation, and verbal, physical, and sexual abuse.

You have the right to be free from restraint and seclusion that is not medically necessary or that is used as a means of correction, discipline, convenience, or retaliation by staff.

You have the right to your medical record read and copied directly involved in your care, by individuals monitoring the quality of care, or by individuals authorized by law or regulation.

You have the right to receive written notice that explains how your personal health information will be used and shared with other health care professionals across Good Shepherd Penn Partners and entities outside of Good Shepherd Penn Partners. You or your designated/legally authorized representative, upon request, have access to information contained in your medical record, unless access is specifically restricted by your practitioner and/or states and applicable law.

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, free of charge, to an interpreter. This also includes providing you with help if you have vision, speech, hearing, or cognitive impairments.

You have the right to participate in the consideration of ethical issues surrounding your care, within the framework established by this organization to consider such issues.

You have the right, without recrimination, to voice complaints or grievances regarding your care, to have those complaints or grievances reviewed, and, when possible, resolved.

You have the right to be made aware of any changes in medical care or limitations, or if you believe care is being withheld of resuscitative services or the foregoing of medical care that is effective and considerate within our capacity, mission, and philosophy, applicable laws, and regulations, we submit these to you as a statement of our policy.