

24. To express any problem, concern, grievance or suggestion regarding your care at any time before, during, and following your procedure, either verbally or in writing.
25. To file a complaint with the Pennsylvania Department of Health. The Pennsylvania Department of Health is the responsible agency for ambulatory surgical center complaint investigation. Complaints may be registered with the department by phone, 800-254-5164 or in writing to: Pennsylvania Department of Health, Health and Welfare Building, 625 Forster Street, Harrisburg, PA 17120. A complainant may provide his/her name, address, and phone number to the Department. Anonymous complaints may be registered. All complaints are confidential. The Medicare Beneficiary Ombudsman webpage is <https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home.html>.

### Patient Responsibilities

The Laurel Eye Clinic and the LLSC expects its patients to assume certain responsibilities:

#### The patient is responsible:

1. To provide accurate and complete information to the best of their ability about their health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
2. To follow the agreed upon treatment plan prescribed by their provider and participate in their care.
3. To provide a responsible adult to provide transportation home and to remain with them as directed by the provider or as indicated on discharge instructions.

4. To accept personal financial responsibility for any charges not covered by insurance.
5. To behave respectfully toward all health care professionals, staff, and other patients.
6. For the results of your actions should you refuse treatment or not follow physician's orders.
7. For your actions in following the rules and regulations affecting your care and conduct.



### BROOKVILLE OFFICE:

52 Waterford Pike  
Brookville, PA 15825  
814.849.8344

### DUNCANVILLE OFFICE:

176 Vision Drive  
Duncansville, PA 16635  
814.949.8808

**1-800-494-2020**  
**[www.laureleye.com](http://www.laureleye.com)**  
**[www.laurelaser.com](http://www.laurelaser.com)**

Please be advised that some of the Doctors who own the Laurel Eye Clinic also have an ownership interest in the Laurel Laser & Surgery Center.

JAN24/2M



## Notice of PATIENT RIGHTS & RESPONSIBILITIES



Effective: January 1, 2024



## Patient Rights & Responsibilities

At the LLSC, we are committed to protecting the privacy of your medical information. In addition to being a policy of the LLSC, this is also required by state and federal law. The term “information” means health matters, treatment, and payment information that identifies you. The LLSC Notice of Privacy Practices explains how we meet this commitment. The Privacy Notice also explains your legal rights about the information that is in your medical record. Each of our doctors and employees is required to follow the Privacy Practices of the LLSC. If you have any questions, please call us at 800-494-2020 or 814-849-8344.

### Patient Rights

The LLSC recognizes the basic human rights of each patient. The following are the list of Patient Rights while in the care of our organization:

1. To be informed of your rights both verbally and in writing prior to your procedure in a language and manner that you or your representative understands.
2. To exercise your rights without being subjected to discrimination or reprisal.
3. To receive respectful care given by competent personnel.
4. To be free from all forms of abuse or harassment.
5. Upon request, to be given the name of your attending practitioner, the names of all other practitioners directly participating in your care, and the names and functions of other health care personnel who have direct contact with you.
6. To consideration of privacy concerning your medical care program. Case discussion, consultation, examination, check in process and treatment are considered confidential and shall be conducted discreetly.
7. To have records pertaining to your medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
8. To know what Laurel Laser & Surgery Center rules and regulations apply to your conduct as a patient.
9. To expect emergency procedures to be implemented without unnecessary delay.
10. To good quality care and high professional standards that are continually maintained and reviewed.
11. To 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 to give the information to the patient, the information shall be given on his behalf to a responsible person.
12. To receive the necessary informed consent prior to the start of any procedure, except for emergencies.
13. To be advised when the physician is considering you as part of a medical care research program or donor program. You or your responsible person shall be given informed consent prior to actual participation in the program. The patient or responsible person may refuse to continue in a program to which informed consent had previously been given.
14. To refuse drugs or procedures, to the extent permitted by statute. A physician shall inform the patient of the medical consequences of the patient’s refusal of drugs or procedures.
15. To medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
16. To change your physician if another qualified physician is available.
17. To have access, where possible, to an interpreter if the patient does not speak English.
18. For the Laurel Laser & Surgery Center to provide you or your designee, upon request, access to the information contained in your medical record, unless access is specifically restricted by the attending practitioner for medical reasons.
19. To expect good management practices within the Laurel Laser & Surgery Center. These practices shall make effective use of the patient’s time and avoid personal discomfort of the patient.
20. To have your responsible party notified if an emergency occurs and you are transferred to another facility. The facility to which a patient is to be transferred shall be notified prior to the transfer.
21. To examine and receive a detailed explanation of your bill.
22. To expect that the Laurel Laser & Surgery Center will provide information for continuing health care requirements following discharge and the means for meeting them.
23. To submit an advance directive. The LLSC must provide you or your representative in advance of the procedure, with information concerning its policies on advance directives, including a description of applicable state health and safety laws and, if requested, official state advance directive forms. Information on advance directives may also be obtained through caring info at <https://www.caringinfo.org/planning/advance-directives/by-state/pennsylvania/>

*Continued...*