

As a Patient Complete Emergency Care, you have the right within limits of the law to:

- Be fully informed in writing, prior to 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
- Be informed of the criteria for admission and discharge prior to or at the time of admission.
- Be fully informed if the criteria for admission has not been met and assisted in notifying the Physician or other original referral source for review of alternative options available in the community. When medically permissible, a patient may be transferred to another facility only after next of kin or other legal responsible representative has received complete information and explanation concerning the needs for alternatives for a transfer. The institution in 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 TLC Complete Care is unable to meet, when the patient is referred to another facility for service, please inform facility in a timely manner of the need for transfer and level of care. Facility should be notified of all impending care; such as discharge, continuing care requirements, and other available services if needed.
- 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 transfer
 - The individual does not meet any criteria for continued service set forth by TLC Complete Care, federal, state, or local statute
 - The individual fails to pay for services, except as such transfer or discharge is prohibited by law
- 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 TLC Complete Care personnel who provide patient care are qualified through education and experience to care 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 care.
- Be informed of the Patient's health status and participate in the development and implementation of the patient's plan of care
- Be informed of the rights 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 in accordance with federal regulation
- A patient has the right to every consideration of his privacy concerning his own 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 of TLC Complete Care 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.
- TLC Complete Care 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
- The privacy of a patient's protected health information will be maintained as required by law. A patient has the right to receive the applicable notice of privacy practices information indicating TLC Complete Care's Privacy Practices with the respect to a patient's protected health information and when such information is materially changed, to receive a copy, please contact any of our employees
- Expect for emergencies, the physician must obtain the necessary informed consent prior to 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 TLC Complete Care's Policies for payment of services
- The patient has a right to full information about counselling on the availability of known financial resources for his health care
- Receive information necessary to make decisions regarding the patient's care in a language or form the patient can reasonably be expected to understand, including assistance in obtaining special devices, interpreters or other aids to facilitate communication
- Be fully informed by a physician as to the patient's health status, unless the judgement of the physician indicates this information would be contraindicated due to medical or psychological consideration or family request
- To voice grievances with respect to 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 TLC Complete Care's mechanism for receiving, reviewing and resolving patient complaints and be provided the telephone number, address, and procedures for filling a grievances or complaint confidentially
- A patient has the right to prompt resolution of complaints and/or grievances from either the patient or his / 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
- A patient has the right to know what TLC Complete Care rules and Regulations apply to his conduct as a patient