

Patient Bill of Rights

At Brighter Dawn Medical, service to our patients is our top priority. We are committed to making your visit as pleasant as possible. We have adopted the following Patient Bill of Rights to protect the interests and promote the well-being of our patients

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his or her provider, the names of all other providers directly participating in his or her care, and the names and functions of other health care personnel having direct contact with the patient.
3. A patient has the right to every consideration of privacy concerning his or her own medical care. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
4. A patient has the right to know what medical practice rules and regulations apply to patients.
5. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
6. A patient has the right to quality care and high professional standards that continually are maintained and reviewed.
7. A patient has the right to appropriate assessment and management of pain.
8. A patient has the right to full information in layman's terms concerning his or her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on the patient's behalf to the patient's next of kin or other appropriate person.
9. Except for emergencies, a patient's provider must obtain the necessary informed consent prior to the start of any procedure or treatment.
10. A patient has the right to refuse any drugs, treatments, or procedures offered by the medical center, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient's refusal of any drugs, treatments, or procedures.
11. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and own expense.
12. A patient has the right to medical services without discrimination based upon race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status.
13. A patient who does not speak English will have access to an interpreter.
14. The medical center shall provide a patient or patient designee, upon request, access to all information contained in the patient's medical records, unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law.
15. A patient has the right to expect that good management techniques will be implemented by the medical practice when considering effective use of the patient's time and to avoid the personal discomfort of the patient.
16. The patient has the right to examine and receive a detailed explanation of his or her bill.



17. A patient has the right to full information and counseling on the availability of known financial resources for his or her health care.
18. A patient has the right to expect that the medical practice will provide him or her upon discharge with information of the patient's continuing medical requirements following discharge and the means for meeting them.
19. A patient has the right of access to an individual or agency who is authorized to act on the patient's behalf to assert or protect the rights set out in this section.
20. A patient has the right to be informed of his or her rights at the earliest possible moment in the course of the patient's treatment.

Patient Responsibilities

Thank you for seeking care at Brighter Dawn Medical. It is our expectation that you will assume responsibility for the following during your visit:

1. **Provide a Complete Health History:** Brighter Dawn Medical expects you to provide information about your past illnesses, hospital stays, medicines, and other matters related to your health history.
2. **Participate in Your Treatment:** Brighter Dawn Medical expects you to cooperate with all staff members and ask questions if you do not understand directions or procedures.
3. **Comply with the Smoke-Free Rules:** Brighter Dawn Medical is responsible to provide a smoke-free environment for the health of all patients and staff. We expect you and your family to obey Brighter Dawn Medical's smoke-free policy. Smoking is not permitted on our property, buildings, parking lots.
4. **Be Courteous to Patients and Staff:** Brighter Dawn Medical is responsible to provide an atmosphere that promotes healing for all patients. To this end, we expect you and your family to be considerate of other patients and staff members. You and your family are responsible to control your noise level, and respect Brighter Dawn Medical property.
5. **Appoint a Health Care Representative:** UPMC encourages all patients to establish a power of attorney relationship before becoming too ill to do so. If you become unable to speak for yourself, UPMC expects duly authorized members of a patient's family to be available to our staff to discuss your treatment. You are responsible to appoint a health care representative who will make decisions for you if you become unable to do so. If you do not appoint a decision-maker, UPMC will select one for you in accord with Pennsylvania law. The law provides a priority list to determine who your decision-maker would be.
6. **Make Payment for Services:** You are responsible for payment for all services provided to you by Brighter Dawn Medical. Payment may be made by self-payment, by Flexible Spending Account (FSA) or Health Savings Account (HSA), or by making other payment arrangements.
7. **Communicate with Our Staff:** Brighter Dawn Medical staff and patients are committed to the same goal, achieving a positive result. You are responsible to let our staff know if you have any questions or problems. While you receive care at Brighter Dawn Medical, if anything upsets or concerns you, please tell us.