Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact the hospital's Risk Management / Patient Grievances Department.

- Penn Highlands Brookville - 814-849-1882
- Penn Highlands Clearfield - 814-768-2380
- Penn Highlands DuBois - 814-375-3242 or 814-375-3339
- Penn Highlands Elk - 814-788-8519

The Pennsylvania Department of Health is also available to assist you with any questions or concerns about your hospital care. You can reach the Department of Health by calling 800-254-5164 or writing: Acute and Ambulatory Care Services, Pennsylvania Department of Health, Room 532 Health and Welfare Building, 625 Forster Street, Harrisburg, PA 17120

For Penn Highlands DuBois only you can also contact DNV GL - Healthcare Accreditation by calling 866-496-9447, or complete the Patient Complaint Report at: http://www.dnvghc.com. You may also fax the information to: 513-947-1250.

For Penn Highlands DuBois Laboratory only you can also contact The Joint Commission - Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. By calling 800-994-6610 or emailing complaint@jointcommission.org.

For more information, please contact your Penn Highlands Healthcare facility and your call will be directed to the appropriate department.

- Penn Highlands Brookville
  100 Hospital Road, Brookville, PA 15825 / 814-849-2312
- Penn Highlands Clearfield
  809 Tumipike Avenue, Clearfield, PA 16830 / 814-765-5341
- Penn Highlands DuBois
  100 Hospital Avenue, DuBois, PA 15801 / 814-371-2200
- Penn Highlands DuBois Surgery Center
  95 Hoover Avenue, Building F, DuBois, PA 15801 / 814-503-8180
- Penn Highlands Elk
  763 Johnsonburg Road, St. Marys, PA 15857 / 814-788-8000
- Penn Highlands Elk Surgery Center
  1376 Bucilla Road, St. Marys, PA 15857 / 814-781-6565
- Penn Highlands Endoscopy Center
  621 S. Main Street, DuBois, PA 15801 / 814-371-0600

Your Responsibilities

As a patient, family member, or guardian, you have the right to know all hospital rules and what we expect of you during your hospital stay. Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health.

- Report any condition that puts you at risk (for example, allergies or hearing problems).
- Report unexpected changes in your condition to the health care professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for health care, and any organ/tissue donation permissions to the health care professionals taking care of you.
- Tell us who, if any, visitors you want during your stay.

Respect and Consideration

As a patient, family member, or guardian, we ask that you:

- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and hospital staff will not be tolerated.
- Comply with the hospital's no smoking policy.
- Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital will report it to the police.

Safety

As a patient, family member, or guardian, we ask that you:

- Promote your own safety by becoming an active, involved, and informed member of your health care team.
- Ask questions if you are concerned about your health or safety.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Remind staff to check your identification before medications are given, blood/blood products are administered, blood samples are taken, or before any procedure.
- Remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask all hospital staff to identify themselves.

Refusing Care

As a patient:

- You are responsible for your actions if you refuse care or do not follow care instructions.

Charges

As a patient:

- You are responsible for paying for the health care that you received as promptly as possible.

Cooperation

As a patient:

- You are expected to follow the care plans suggested by the health care professionals caring for you while in the hospital. You should work with your health care professionals to develop a plan that you will be able to follow while in the hospital and after you leave the hospital.

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As a patient of the Penn Highlands Healthcare system, or as a family member or guardian of a patient at this hospital, we want you to know the rights you have under federal and Pennsylvania state law as soon as possible in your hospital stay. We are committed to honoring your rights, and want you to know that by taking an active role in your health care, you can help your hospital caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.

Your Rights

This hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, religion, sexual orientation, gender identity or source of payment. As our patient, you have the right to safe, respectful, and dignified care at all times. You will receive services and care that are medically suggested and within the hospital’s services, its stated mission, and required law and regulation.

Communication

You have the right to:

- Have a family member, another person that you choose, or your doctor notified when you are admitted to the hospital.
- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your health care. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.

Informed Decisions

You have the right to:

- Receive information about your current health, care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed about proposed care options including the risks and benefits, other care options, what might arise such as, deciding against, withholding, or withdrawing life-sustaining care.
- Be informed about your current health, care, outcomes, recovery, and future health status in terms that you can understand.
- Withhold or withdraw consent for treatment at any time. This includes the right to refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.
- Be informed about the possibility of life-sustaining treatment, and be provided with written information about the condition, treatment, and options that may be available.
- Be informed about your discharge.
- Be interviewed, examined, and discuss your care in places designed to protect your privacy.

Care Planning

You have the right to:

- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive in the hospital.
- Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the hospital.
- Receive a prompt and safe transfer to the care of others when this hospital is not able to meet your request or need for care or service. You have the right to know why a transfer to another health care facility might be required, as well as learning about other options for care. The hospital cannot transfer you to another hospital unless that hospital has agreed to accept you.

Privacy and Confidentiality

You have the right to:

- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names of doctors and nurses providing care to you and the names of other health care workers and staff that are caring for you.
- Receive assistance in obtaining a consultation by another health care provider at your request and expense.
- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive care free from restraints or seclusion unless necessary to provide medical, surgical, or behavioral health care.
- Receive efficient and quality care with high professional standards that are continually measured and reviewed.
- Expect good management techniques to be implemented within this hospital considering effective use of your time and to avoid the your personal discomfort.

Advance Directives

You have the right to:

- Designate those persons who can visit you during your stay. These individuals do not need to be legally related to you. Visitors will enjoy full and equal visitation privileges consistent with your preferences.
- Designate a support person who may determine who can visit you if you become incapacitated.
- Designate a support person, if needed, to act on your behalf to assert and protect your rights as a patient.

Care Delivery

You have the right to:

- Receive emergency procedures to be implemented without unnecessary delay.
- Receive care in a safe setting free from any form of abuse, harassment, and neglect.
- Receive help to get your medication before treatment, recording, or filming you, if the purpose is for other than patient identification, care, diagnosis, or therapy.
- Decide to take part or not take part in research or clinical trials for your condition, or drug programs, that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.

Hospital Bills

You have the right to:

- Review, obtain, request, and receive a detailed explanation of your hospital charges and bills.
- Receive information and counseling on ways to help pay for the hospital bill.
- Request information about any business or financial arrangements that may impact your care.

Complaints, Concerns, and Questions

You or your family guardian has the right to:

- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.