



Multiplace and monoplace chambers

Questions to ask your health care providers:

- Can a family member or friend be present during your care to provide emotional support?
- Can you have an advocate? Do you need to sign a form so your advocate can get information about your care?
- Is there an interpreter available if you need one? Are forms available in your preferred language?
- What will be done to make sure you don't get an infection?
- Did you wash your hands? (if you don't see them do so before they care for you)
- Is there a form you need to sign about life-saving actions, like resuscitation?
- To whom do you speak if there is a problem? How does Oxygen Oasis handle complaints?
- Can Oxygen Oasis provide all of the wound care and hyperbaric services you need?
- How can you get your test results and a copy of your medical records?

Who We Are

About Us

Oxygen Oasis Hyperbaric Wellness Center is a free-standing wound care and hyperbaric facility with multiplace and monoplace hyperbaric chambers in a non-hospital affiliated setting. Our certified and experienced physicians and healthcare providers offer state-of-the-art wound care and hyperbaric oxygen therapy focused on enhancing the overall well-being and quality of life for our patients and families.

Contact Us

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OXYGEN OASIS HYPERBARIC WELLNESS CENTER



**OXYGEN OASIS
HYPERBARIC WELLNESS
CENTER**
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Know Your Rights as a Patient

You have rights and a role regarding your treatment and care. This brochure has questions and answers to help you learn about your rights and role as a patient. Knowing your rights and role can help you make better decisions about your care.

What are your rights?

- You have the right to be informed about the care you will receive.
- You have the right to get important information about your care in your preferred language.
- You have the right to get information in a manner that meets your needs. If you have vision, speech, hearing or mental impairments.
- You have the right to make decisions about your care. However, if you experience a medical emergency at this facility, our policy is to call 911 and render basic CPR, regardless of advanced directives.
- You have the right to refuse care.
- You have the right to know the names of the caregivers who treat you.
- You have the right to safe care.
- You have a right to have your pain addressed.
- You have the right to care that is free from discrimination. This means you should not be treated differently because of:
 - age
 - race
 - ethnicity
 - religion
 - culture
 - language
 - physical or mental disability
 - socioeconomic status
 - sex
 - sexual orientation
 - gender identity/expression
- You have the right to know when something goes wrong with your care.
- You have the right to get a list of all your current medicines.
- You have the right to be listened to.
- You have the right to be treated with courtesy and respect

- You have the right to have a personal representative, also called an **advocate**, with you during your care. Your **advocate** can be a family member or friend of your choice.

What is the role of your advocate?

- Your advocate can be with you to provide support during your care.
- Your advocate can get information and ask questions when you cannot.
- Your advocate can remind you about instructions and help you make decisions.
- Your advocate can ask for help if you are not getting the care you need.

Can your advocate make decisions for you?

Yes, if they are your legal guardian or if you signed a legal document giving them the power to make decisions for you. This document may be called a **health care power of attorney**.

Can other people find out about your diseases or condition?

Health care providers must keep some details about your health private. You can sign a form if you want health care providers to share information with others.

What is “informed consent?”

Informed consent means that you understand your treatment choices and their risks. Your caregivers should help you understand the treatment choices and risks and what will happen if you are not treated. Informed consent is required if you are asked to try any experimental treatment.

Can Oxygen Oasis take pictures or videos of you?

Yes. They can take pictures, videos, or other images and recordings to be used for your care or treatment, or to identify you. The staff must ask your permission to use the images or recordings for any other purposes.

What happens if something goes wrong during treatment or with my care?

If something goes wrong, you have the right to an honest explanation and an apology. These should be made in a reasonable amount of time.

How do you file a complaint?

- We want to know if you have a concern. Ask our receptionist for a Patient Satisfaction Survey where you can let us know your concerns and what we can do to better meet your healthcare needs.
- Contact the Pennsylvania Department of Health (800-254-5164)
- Contact the Joint Commission (800-994-6610) with complaints about our facility. You can fill out a complaint form at: [jointcommission.org/report_a_complaint.aspx](https://www.jointcommission.org/report_a_complaint.aspx)