

Patient's Bill of Rights and Responsibilities

The Patient has the right to...

- Receive services without regard to age, race, color, sexual orientation, religion, marital status, sex, disability or illness;
- Be treated with consideration, respect, and dignity of the patient's values and beliefs;
- Involve family members in the decision process about all aspects of care;
- Obtain from provider complete and current information concerning diagnosis, treatment and prognosis in terms the patient can reasonably understand; including the right to informed consent regarding procedures;
- Participate in plan of care and decision-making regarding care, treatment & services through direct discussion with the physicians & staff, and to review their medical records except where restricted by law;
- Informed of unanticipated outcomes of care, treatment & services;
- Privacy and confidentiality of all information and records pertaining to the patient's treatment;
- Know the identity and professional status of individuals providing your care and to ask if they have relationships with outside parties that may influence their care;
- Refuse participation in experimental research;
- Refuse care, treatment, or services in accordance with laws & regulations and to be informed of the medical consequences of such action;
- Recognize the following rights related to pain management: the right to adequate assessment and treatment of pain; the right to be informed about pain and pain relief measures; the right to expect staff to respond and address patient's report of pain;
- Be free from mental, physical, sexual, and verbal abuse, neglect and exploitation;
- Execute Advance Directives (Living Wills, Health Care Power of Attorney Documents) in compliance with Ohio law and to designate a surrogate decision-maker on their behalf;
- Be informed of the charges for services and eligibility for third-party reimbursements. Receive an itemized statement of the services provided and information about fees and payment policies upon request;
- Voice grievances and recommend changes in policies and services to the staff and administration. Have right to contact the Joint Commission at complaint@jointcomission.org or by phone at 1-800-994-6610.

The Patient's Responsibilities:

- Provision of Information: A patient is responsible to provide, to the best of their ability, accurate and complete information needed to assure your proper evaluation and treatment;
- Compliance with Instructions: A patient is responsible for following treatment plans recommended by your provider and to ask questions or discuss concerns with the provider when you do not understand or agree with the plan of treatment.
- Refusal of Treatment: A patient is responsible for outcomes if they refuse treatment or do not follow instructions.
- Charges: A patient is responsible for assuring that the financial obligation of their care is fulfilled as promptly as possible. This includes providing all needed information for insurance processing.
- Respect and Consideration: A patient is responsible for being considerate of the rights of other patients and personnel. Patients are responsible for being respectful of the property of others and the facility they are provided care.