

Important Information for Patients of OhioHealth

Please read this information carefully. If you have any questions, talk to your doctor, nurse or healthcare provider.

Patient Rights and Responsibilities

Our mission at OhioHealth is to improve the health of those we serve. Our cardinal value is that we honor the dignity and worth of each person. To support our patients, their families and the community, we have a Statement of Patient Rights and Responsibilities.

Patient Rights

As a patient, you have the right:

1. To have your doctor and a family member or someone of your choice notified if you are admitted to an OhioHealth hospital, unless you ask that they not be notified.
2. To expect response to your requests and needs for treatment and service.
3. To receive competent and respectful care and treatment, which includes addressing your social, psychological, cultural, emotional, and spiritual needs, regardless of your ability to pay.
4. To designate a representative to make healthcare decisions on your behalf.
5. To have your pain assessed, responded to promptly, and treated.
6. To receive complete information about your diagnosis, prognosis, treatment, and unplanned outcomes.
7. To have all information about your health status so that you (or your designee, if you wish) can be involved in and make decisions about your plan of care and treatment.
8. To know the names and the professional status of the people caring for you.
9. To ask any caregiver if they have relationships with outside parties that may influence your care.
10. To know the reasons for any proposed change in the professional staff caring for you.
11. To know the relationship(s) of OhioHealth to other person(s) or organization(s) participating in your care.
12. To know the reasons for your transfer, either within or outside an OhioHealth hospital.
13. To be informed if your plan of care and treatment includes experimental, research, or educational activities, and if so, to receive information on the procedure, benefits, discomforts, risks, and alternatives, along with assurance that your refusal to participate will not affect your care.
14. To accept or refuse any medical or surgical treatment, if allowed by law, and to be informed of the risks of any refusal, including forgoing or withdrawing life-sustaining treatment or withholding resuscitative services.
15. To make decisions about life-sustaining treatment as allowed by legal, clinical, and ethical guidelines.
16. To execute advance directives (Living Wills, Healthcare Power of Attorney documents) in compliance with Ohio law, to designate a surrogate decision-maker on your behalf, and to have OhioHealth comply with those directives.
17. To ask about the hospital's process for donation of organs.
18. To be in an environment that preserves your dignity, provides a positive self-image, and protects as much as possible your visual, auditory and personal privacy.
19. To be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation and, if needed, to receive help from OhioHealth in accessing protective and advocacy services.
20. To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
21. To ask for an interpreter or help with any communication needs free of charge.
22. To have access to a telephone for private conversations unless communication is limited for effective therapy.
23. To expect confidentiality of your clinical and personal information pertaining to your care, and to be able to access, request amendment to, and receive an accounting of disclosures regarding your health information permitted under law.
24. To have access to, within a reasonable time frame, your medical records except where restricted by law and OhioHealth policy.
25. To express to any of your caregivers any dissatisfaction you have with your care or service and to expect a response that includes an investigation into your complaint or concern.
26. To have access to your bill, itemized when possible, to ask for help understanding that bill, and to know that the bill will list only the charges for care you received.
27. To be informed of the source of OhioHealth's reimbursement for your services and of any limitations that may be placed on your care.
28. To ask for a complete copy of the Patient Rights and Responsibilities along with help understanding how it applies to you.
29. To designate and receive visitors, including but not limited to a spouse, domestic partner (including a same-sex domestic partner) another family member or a friend. Also have the right to withdraw or deny consent of a visitor at any time.

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Patient Responsibilities

As a patient, you have the responsibility:

1. To answer questions thoroughly about your health and medical history.
2. To ask questions when information is not understood.
3. To cooperate with doctors and OhioHealth staff.
4. To follow all OhioHealth and hospital policies, including those addressing smoking, visiting, and other matters.
5. To take responsibility for the payment of your medical bills or to provide all needed information so that your medical bills may be paid.
6. To Show respect and consideration.
7. To understand that you will assume the responsibility for the outcome of your medical condition if you do not follow the care, treatment, and service plan recommended.

Grievances

OhioHealth acknowledges that a patient may wish to file a formal grievance related to their care or other services. Grievances are taken very seriously and will go through a thorough investigation and ultimately a formal review by a multi-disciplinary Grievance Committee.

You may file a grievance by:

- a) Calling OhioHealth at (614) 566-2220.
- b) Contacting the Ohio Department of Health by way of its Healthcare Facility Complaint Hotline at (800) 342-0553 or by writing to them at 245 N. High Street, Columbus, Ohio 43215
- c) Contacting The Joint Commission at: complaint@jointcommission.org, or by phoning (800) 994-6610.

Questions

If there is anything we can do to improve our care or safety, or you have a concern about your healthcare, we encourage you to talk to your nurse, doctor and clinicians involved with your care. You can also talk to the manager or the department or unit caring for you.

If you have any questions about any of your care after you get home, call your doctor.