

PATIENTS' BILL OF RIGHTS

We, at Firelands, want to be certain you are fully aware of your rights as a patient of our hospital. If you have any questions about, or would like assistance reading these rights, please ask us for help.

Patients have a right to be informed about and understand the treatment they receive.

This means, as a patient, you have a right to:

- Be informed of, or have your legally identified surrogate be informed of, the patients' rights in advance of furnishing or discontinuing patient care whenever possible.
- Impartial access to treatment, regardless of race, religion, gender, sexual orientation, ethnicity, age or handicap.
- Give, or have your surrogate as allowed by law give, fully informed consent to and participate in the development and implementation of their plan of care, including any proposed care, treatment, or service, and to be made fully aware of their health status.
- Refuse, or have your surrogate as allowed by law, refuse care, treatment, and services in accordance with state and federal law and regulations.
- Have your wishes regarding end-of-life decisions honored and to have assistance in completing Advance Directives in accordance with state and federal law and regulations and organizational policy.
- Be informed about the outcomes of care, treatment, and services, including unanticipated outcomes and when appropriate have your family informed about such outcomes.
- Effective communication, including written information that is appropriate to age, language, and culture; use of interpreters; aids for those with cognitive or physical impairments; and telephone and mail service as appropriate.
- Have your family members and your family physician promptly informed about your admission and involved in your care if desired.
- Have your visitors receive full and equal visitation privileges consistent with your preferences and to inform you of any clinically necessary restriction on visitation.
- Have your family given an opportunity for fully informed consent to the donation of organs and tissues.
- Know of any potential conflict of interest or relationship of the hospital to persons or organizations involved in your care.
- Know the reasons for your transfer either within or outside the hospital.
- Right to access to your medical records within a reasonable time frame.
- Be fully informed of and participate voluntarily or refuse participation in experimental treatments, research, or clinical training without compromising your access to services.
- Know the identity and professional status of the individuals providing you with services.
- Know the reasons for any proposed change in the Professional Staff responsible for your care.

Patients have a right to privacy, safety, and respect during their stay.

This means, as a patient, you have a right to:

- Receive care in a setting that assures confidentiality, personal privacy, safety, and security for yourself, your healthcare information, and your property.
- Prompt assistance with resolution of your concerns or complaints, without coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services; receive information about the complaint resolution process and assistance as needed with filing a grievance; including the right to file a grievance with the Ohio Department of Health at 800-342-0553 or 614-466-7217, Centers for Medicare and Medicaid Services at 800-589-7337 or 216-447-9604, Office of Civil Rights, or other state and federal reporting agencies as indicated.
- Be free from all forms of abuse and harassment, including mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- Be free from seclusion and restraints which are not medically necessary or which are used as a means of coercion, discipline, convenience, or retaliation by staff.
- Have your pain treated as effectively as possible.

Patients have a right to know their responsibilities regarding the treatment they receive.

This means, as a patient, you have a right to:

- Request and receive an itemized bill within a reasonable timeframe, regardless of the source of payment; timely notice prior to termination of eligibility of non-coverage; and price information regarding charges.
- Be informed of the source of the hospital's reimbursement for services and any limitations which may be placed on your care.

PATIENTS' RESPONSIBILITIES

1. A patient has the responsibility to provide, to the best of the individual's knowledge, accurate and complete information about their current medical condition, medication usage, and medical history.
2. A patient is responsible for reporting any unexpected changes in their condition to the responsible practitioner.
3. A patient is responsible for asking questions when they do not understand their care, treatment, and service or what they are expected to do and for providing feedback about service needs and expectations.
4. A patient is responsible for following the treatment plan recommended by the primary practitioner and for informing the practitioner if they believe the treatment plan cannot be followed. This may include following the instructions of nurses and other healthcare personnel involved in their treatment and keeping appointments made as part of their care.
5. A patient is responsible for his/her individual actions if treatment is refused or treatment instructions are not followed, recognizing the effect of lifestyle choices and daily decisions on one's personal health and the possible outcome of their medical care.
6. A patient is responsible for assuring that their financial obligations are fulfilled as promptly as possible, including appropriate notice of their insurance company prior to their admission if necessary, and again if they choose to leave the facility against the advice of their physician.
7. A patient is responsible for following the organization's rules and regulations concerning patient conduct and care, including compliance with the no smoking policy, appropriate conduct, and refraining from the use of any drugs or substances not prescribed or authorized by the physician and administered by Firelands Regional Medical Center staff during the admission.
8. A patient is responsible for being considerate of the rights of other patients and facility personnel. A patient does not have the right to deliberately or knowingly mistreat other persons in the hospital. A patient is responsible for being respectful of the property of other persons and of the facility, and for assisting in the control of noise and number of visitors.
9. A patient is responsible for all personal property kept in their possession at Firelands Regional Medical Center.
10. A patient is responsible for providing a copy of any valid *Advance Directives* or *Do Not Resuscitate* orders to Firelands Regional Medical Center personnel.