

## PATIENTS' BILL OF RIGHTS INPATIENT BEHAVIORAL HEALTH

### 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.
- 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 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.
- Request at your own expense, the opinion of legal counsel or independent specialists.
- Be fully informed of the responsibility of the treatment team or facility, if/when you refuse treatments, to seek appropriate legal alternatives or orders of involuntary treatment, or in accordance with professional standards, to terminate the relationship with you, the patient, upon reasonable notice. You will however, not be refused other appropriate services offered by the inpatient psychiatric unit based on the refusal of any other treatment or service.
- Reasonable access to your medical records.
- Be fully informed of the discharge plan designed to meet your needs for follow up care/services.

### Patients have a right to make decisions about the treatment they receive.

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

- Refuse, or have your surrogate as allowed by law, refuse care, treatment, and services in accordance with state and federal law and regulations.
- Request a review of your individualized treatment plan.
- Be informed of and refuse any unusual or hazardous treatment procedures.
- Refuse to accept psychotropic medication except in an emergency situation or unless medication or surgery has been authorized by the court to be administered or performed.
- Withdraw informed consent at any time.

### Patients have a right to feel and be safe and respected during their inpatient 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, Ohio Department of Mental Health, Centers for

Medicare and Medicaid Services, Office of Civil Rights, or other state and federal reporting agencies as indicated.

- Access to legal or religious counsel without regard to visiting schedules.
- An environment of care that preserves your dignity and contributes to a positive self-image.
- Be free from all forms of abuse and harassment, including mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- Freedom from unnecessary or excessive medication and unnecessary restraint or seclusion which is not medically necessary.
- Be fully informed of the current and future use and disposition of products of special observation and audiovisual techniques including, but not limited to, one way mirrors, tape recorders, close circuit video or audio monitors, movies, photographs, or video recordings.
- Reasonable privacy, including both periods of privacy and places of privacy. Staffs will knock/announce themselves appropriately when entering your private area.

### Patients have a right to feel comfortable during their inpatient stay.

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

- Have ready access to letter writing materials, including a reasonable number of stamps without cost if unable to pay for them, and to mail and receive unopened correspondence and assistance in writing if requested and needed (provided there are no violations of federal, state, or local laws).
- Have reasonable access to telephones to make and receive confidential calls, including a reasonable number of free calls if unable to pay for them and assistance in calling if requested and needed unless clinically contraindicated for clear treatment reasons.
- Reasonable time and space for visiting by family or other social supports unless each visits are clinically contraindicated for clear treatment reasons.
- Request limitations in who may visit you or inquire as to your status as a patient.
- Communicate freely and confidentially both in writing and on the telephone unless such contact is contraindicated for clear treatment reasons.
- The following personal privileges consistent with health and safety:
  - (a) To wear your own clothes and maintain your own personal effects;
  - (b) To be provided an adequate allowance for or allotment of neat, clean, and seasonable clothing if unable to provide your own;
  - (c) To maintain your personal appearance according to own personal taste, including head and body hair;
  - (d) To keep and use personal possessions, including toilet articles;
  - (e) To have access to individual storage space for private use;
  - (f) To keep/spend a reasonable sum of your own money for expenses/small purchases;
- Have your pain treated as effectively as possible.
- Receive and possess reading materials without censorship, except when the materials create a clear and present danger to the safety of persons in the facility.
- Social interaction with members of either sex, subject to adequate supervision, unless such social interaction is specifically withheld in your written treatment plan for clear treatment reasons.

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

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

- Be fully informed of the rules and regulations of the facility applicable to your conduct.
- 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 have a right to know their rights are denied.

Rights may be denied, in part or whole, for clear treatment reasons. This means if your treatment staff are concerned that exercising a right presents substantial risk of physical harm to you and/or someone else or if it interferes with the effectiveness of your treatment, that right will be denied. If a right(s) is denied, this will be documented in your treatment plan which will also specify the treatment designed to help you be able to exercise the right at the earliest possible time.