



## ***YOUR PATIENT RIGHTS AND RESPONSIBILITIES***

Welcome to TriHealth and thank you for choosing us to be your healthcare provider. By talking to your caregivers and participating in planning your care, you will help make sure the care you receive respects your wishes and values. These rights and responsibilities apply to the adult patient and to the infant, child and adolescent patient and their parents or guardians.

### **AS A PATIENT, YOU HAVE THE RIGHT TO:**

1. Be told about your rights and responsibilities before you get treatment and care
2. Ask the Patient Representative to help you understand your rights and responsibilities
3. Be treated with respect and dignity
4. Be free from any form of discrimination based on race, ethnicity, culture, language, socioeconomic status, religion, gender identity or expression, age, national origin, sexual orientation, disability or method of payment.
5. Ask that a family member (or representative of your choice) and your doctor be told that you have been admitted to the hospital
6. Have the visitors you name, including your spouse, domestic partner (or same sex domestic partner), a family member or friend. You can agree to or limit your visitors at any time.
7. The presence of a support individual of your choice, unless that person's presence infringes on other's rights, safety or it interferes with medical care.
8. Know the name and role of your caregivers, including doctors and students
9. Get information in words you can understand. This includes help (at no charge) with language interpretation or help for hearing impairment
10. Expect that all information and communication about your care is kept confidential
11. Set a goal about managing your pain with your doctors and nurses
12. Get information from your doctor about your illness, treatment and outlook
13. Get information about a surgery or procedure your doctor is planning before you agree to it including what will happen if you say no to it
14. Agree to or refuse treatment that involves research or experimental treatments
15. Ask and pay for a second opinion from another doctor
16. Make decisions with your doctor about using the machines that keep a person alive
17. Make an advance directive about treatment (a living will or health care power of attorney) and name someone to make decisions for you when you are unable
18. Ask about giving your organs and tissue if you want to donate them
19. Ask for help from the Ethics Committee about hard treatment choices
20. Have visitors, mail and telephone calls unless it is needed for your care to limit them. The team will include you in the decision and explain it so you can understand.
21. Have your cultural or religious needs supported when the hospital can do it
22. Be moved to another hospital or place for care when medically needed
23. Expect care that is based on evidence, research and medical standards
24. Expect continuity of care and get help in planning after-hospital care



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25. Ask to see your health information
26. Agree or refuse to be in films, recordings or pictures not needed for your care
27. Expect reasonable safety while you are in TriHealth hospitals and locations
28. Be free from restraint or seclusion that is not medically needed
29. Access protective services such as guardianship, child or adult protective services
30. Know about how to complain or file a grievance about your care or service to the caregiver, manager of Patient Relations department
31. Know how to complain to the Ohio Department of Health or to the Joint Commission
32. Get information about relationships between TriHealth and services you are referred to
33. An explanation of your bill and receive information about financial aid
34. Be informed of your Medicare benefit rights if you receive Medicare insurance

#### **AS A PATIENT YOUR RESPONSIBILITIES ARE TO:**

1. Be considerate of the rights of other patients and TriHealth personnel; follow hospital policy about visitors, telephone use, no-smoking and respecting hospital and personal property.
2. Provide to the best of your knowledge accurate and complete information about your symptoms, past illnesses, hospitalizations, medications and other matters relating to your health or plan of care. This includes reporting any unexpected changes in your condition.
3. Ask your doctor or nurse what you can expect regarding pain management and to help your doctor and nurse with your pain management.
4. Cooperate with your doctors, nurses and other care givers in your diagnosis and treatment.
5. Ask questions when you do not understand the explanation about your care or services
6. Be responsible for your actions if you refuse treatment or do not follow doctor instructions
7. Tell your doctor or nurse if you think you will not be able to follow doctor's orders.
8. Give the hospital a copy of your advance directive, or DNR Comfort Care or DNR Comfort Care Arrest information, if you have one
9. Give the hospital the information it needs for your insurance and/or payment of your bill .

You can listen to these rights and responsibilities by calling 862-4620. A copy of the complete corporate policy or a copy of this handout is available in Braille and in Spanish through the Patient Relations Departments at Bethesda North Hospital and at Good Samaritan Hospital.

Please tell your caregiver your suggestions, concerns, or complaints about patient care and patient safety. This will help us give you excellent service. You are a member of the health care team and we are committed to meet your specific requests and needs. The Patient Relations Department works with management in responding to your complaints or concerns about patient care and patient safety in the hospital or any of the TriHealth facilities.

If you wish to report a complaint you may contact the Patient Relations Department at Bethesda North 865-1115 or Good Samaritan 862-2582. You may also contact the Ohio Department of Health, 246 North High Street Columbus, Ohio 43215, 1-800-342-0553, TDD 1-614-752-6490, or The Joint Commission @ 1-800-994-6610, or E-mail:

[www.jointcommission.org](http://www.jointcommission.org). Or you may contact the Center for Medicare Services (CMS) 1-800-633-4227 (TTY 1-877-486-2048), [www.medicare.gov](http://www.medicare.gov).