

PATIENT RIGHTS AND RESPONSIBILITY YOUR RIGHTS AS A PATIENT IN OUR HOSPITAL Proudly Physician Owned

Each and every patient at Western Reserve Hospital has:

- A. The right to participate in the development and implementation of his or her plan of care.
- B. Or his or her representative (as allowed under state law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary to inappropriate.
- C. The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives, in accordance with the federal and state Patient Self-Determination Act.
- D. The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
- E. If admitted to the hospital, the right to designate an individual to serve as their advocate per House Bill 236.
- F. The right to personal privacy.
- G. The right to receive care in a safe setting.
- H. The right to be free from all forms of abuse or harassment.
- I. The right to confidentiality of his or her clinical records maintained by the facility.
- J. The right to access information contained in his or her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits.
- K. The right to be free from restraints of any form that are not medically necessary or are used as means of coercion, discipline, convenience or retaliation by staff.
- L. The right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his or her access to services.
- M. The right to know the professional status of any person providing his or her care/services.
- N. The right to know the reason for any proposed change in the professional staff responsible for his or her care.
- O. The right to know the reasons for his or her transfer either within or outside the hospital.
- P. The right to know relationship(s) of the hospital to other persons or organizations participating in the provision of his or her care.
- Q. The right to access the cost, itemized when possible, of services rendered within a reasonable period of time.
- R. The right to be informed of the source of the hospital's reimbursement for his or her services, and of limitations which may be placed upon his or her care.

- S. Informed of the right to have pain treated as effectively as possible.
- T. A hospital must have written policies and procedures regarding the visitation rights of patients, including those setting forth any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights and the reasons for the clinical restriction or limitation. A hospital must meet the following requirements:
 - (1) Inform each patient (or support person, where appropriate) of his or her visitation rights, including any clinical restriction or limitation on such rights, when he or she is informed of his or her other rights under this section.
 - (2) Inform each patient (or support person, where appropriate) of the right subject to his or her consent to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including same sex domestic partner), another family member or a friend, and his or her right to withdraw or deny such consent at any time.
 - (3) Not restrict limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
 - (4) Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

Additionally: The patient's family has the right of informed consent of donation of organs and tissues.

- U. The right to have care that is considerate and respectful of your personal values, beliefs, age and gender.
- V. The right to take part in ethical questions that arise during your care, or a representative of his/her choice.
- W. The right to communicate with family, friends and others.

Western Reserve Hospital Grievance Procedure:

Patients may initiate a complaint or grievance by calling (330) 971-7115 or in writing to:

**Manager, Patient Experience, Western Reserve Hospital,
1900 23rd St. Cuyahoga Falls, OH 44223**

According to hospital policy and our regulatory agency requirements, we are required to inform you that you have a right to file a grievance to the following agencies:

The Ohio Department of Health
Phone: (800) 342-0553
Email: hccomplaints@odh.ohio.gov
Mail: ODH, Complaint Unit, 246 N. High St, Columbus, OH 43215
Web (preferred method): <https://complainttracking.odh.ohio.gov/publiccomplaint/publiccomplaintform>

Commence Health BFCC-QIO
Beneficiary Hotline at 888.524.9900, TTY 7-1-1
Mail: BFCC-QIO Program, Commence Health BFCC-QIO, PO Box 2687, Virginia Beach, VA 23450

Commence Health BFCC-QIO services include discharge appeals, beneficiary quality complaints, and immediate advocacy.

As a patient at Western Reserve Hospital, you have the responsibility to:

1. Provide correct and complete information about your past and current medical condition, hospitalizations, medications and other matters related to your health status.
2. Request additional information or clarification about anything you do not understand. Follow the treatment plan recommended by your physician and other healthcare professional. If you choose not to follow your treatment plan, you are responsible.
3. Provide a copy of your written Advance Directive, if you have one.
4. Inform your physician or other caregivers if you anticipate problems following your prescribed treatments.
5. Discuss pain management relating to your illness including: options for pain relief, potential limitations and side effects of treatment for pain, and any concerns. It is your responsibility to ask for pain relief.
6. Assuring that the financial obligations for your health care are fulfilled as promptly as possible. If a third party is responsible, you can assist by providing complete and correct financial and insurance information.
7. Be considerate of the rights of other patients and hospital personnel and follow the hospital rules regarding the conduct of patients.