

# Patient Rights and Responsibilities

## The patient has the right to:

1. The patient has the right to receive treatment, to include emergency care, which may not or may not include admission to the medical center, without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
2. The patient has the right to receive assistance with an explanation of their rights as well as the respect of their rights at all times.
3. The patient has the right to actively participate in care and treatment decisions as well as services received and to be informed of their own health conditions. This includes the right to have his/her own physician promptly notified of admission to the medical center.
4. The patient has the right to receive the necessary information, to include the risks, benefits, and side effects of any treatment or procedure. Reasonable alternatives along with their risks, benefits and side effects are also discussed. The likelihood of the patient achieving his or her goals, any potential problems that may occur during recuperation and the effects of non-treatment are reviewed to help them make informed consent.
5. The patient has the right to give consent to the medical center for recording, filming, or other images made for purposes other than identification, diagnosis, or treatment of the patient. At any time the patient may request cessation of the production of above.
6. The patient has the right to receive adequate information, to include the name of, the person(s) responsible for and who provides their care, treatment, and services.
7. The patient has the right to refuse care, treatment, and services in accordance with laws and regulations.
8. The patient has the right to have the medical center honor the wishes of the patient relating to Advanced Directives (Living Will or Healthcare Power of Attorney for Health Care) and organ donation, and to formulate, review, or revise Advance Directive. The patient will be notified when Advanced Directives cannot be honored.
9. The patient has the right to receive information from his/her physician or caregiver in a manner that can be understood regarding diagnosis, treatment, medical procedures, and services, including unanticipated outcomes of care.
10. The patient has the right to have language interpreting and translative services.
11. The patient has the right to receive information appropriate to their age, language, and ability to understand.
12. The patient has the right to receive information and to have their needs met concerning vision, speech, hearing, and cognitive impairments.
13. The patient has the right to have a family member or representative of his or her choice notified promptly on admission to the hospital.
14. The patient has the right for their family or support person of their choosing to be involved in decisions regarding care, treatment, and service to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
15. The patient has the right to have telephone and mail services, visitors, legal counsel, and to clergy/spiritual care.
16. The patient has the right to have their cultural and personal values, beliefs, and preferences respected.
17. The patient has the right, along with their families, to present any complaints/grievances or recommended changes and to be informed of the medical center's complaint/resolution process without coercion, discrimination, reprisal, or unreasonable interruption of care.
18. The patient has the right to have their complaints/grievances resolved in a timely manner and also to report such to the state of Ohio Department of Health with the state's telephone number and address provided.
19. The patient has the right to personal privacy.
20. The patient has the right to have any and all information about them kept confidential and their privacy protected at all times.
21. The patient has the right to have the medical center provide safety and security of themselves and their property.
22. The patient has the right to an environment that preserves dignity and contributes to a positive self-image and to be treated in a respectful manner.
23. The patient has the right to sufficient storage space to meet their personal needs.
24. The patient has the right to choose who they want to visit or not visit them and to have a family member, friend, or other individual be present with the patient as a support person during the course of stay; and to be informed of any clinical restriction or limitation to visitation. They may withdraw their choice of visitors at any time.
25. The patient has the right to be free from neglect, exploitation, and mental, physical, sexual, or verbal abuse.
26. The patient has the right to have pain appropriately assessed and managed.
27. The patient has the right to access protective and advocacy services.
28. The patient has the right to receive a copy of all patient charges with an explanation of those charges, regardless of the source of payment, excluding Medicaid.
29. The patient has the right to the confidentiality of records, both medical and financial, pertaining to their medical care.
30. The patient has the right to a clean, safe and secure environment.
31. The patient has the right to freedom from restraints and seclusion in any form.
32. The patient has the right to request the involvement and consultation of other physicians regarding his/her care.
33. The patient has the right to be transferred to another facility after being informed of the needs and alternatives for such a transfer.
34. The patient has the right to be discharged against medical advice to the extent of the law and to be informed of the medical consequences of such actions.
35. The patient has the right to access, request amendment to, and obtain information on disclosure of his/her health information and to the release of his/her medical records upon the completion of the proper release of medical information form.
36. In the event that the patient is unable to make medical decisions, a representative of choice will be involved in decisions regarding care, treatment, and services including refusal of these services. They will be provided information about outcomes of care, treatment and services, including unanticipated events.

## The patient has the responsibility to:

1. The patient has the responsibility to ask questions when the treatment course or care decision is not understood and provide, to the best of their knowledge, complete information concerning present complaints and any illness or injury that facilitates their care, treatment, and services.
2. The patient has the responsibility to report all information that facilitates their care, treatment, and services including any and all medications they may be using, including the unlawful possession of illegal drugs, drug paraphernalia or prescription medication not prescribed for the patient. Previous hospitalization and/or related matters also should be reported. If there are incidents of a serious nature or unexpected medical changes in conditions, the patient should report them to their physician and/or caregiver.
3. The patient has the responsibility to follow instructions and cooperate with the plan of care, to raise questions if they do not understand or comprehend the treatment or procedure to be performed or care decision made.
4. The patient has the responsibility to decide within a reasonable period of time, after receiving an explanation, to accept or refuse treatment and to cooperate in preparing for discharge and continuing with follow-up care.
5. The patient has the responsibility to abide by the no smoking policy.
6. The patient has the responsibility to maintain personal modesty.
7. The patient has the responsibility to be respectful of the property of other patients and of the medical center.
8. The patient has the responsibility to assure the financial obligation incurred for health care provided by the medical center is paid.
9. The patient has the responsibility to follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital.
10. The patient has the responsibility to support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
11. Patients are responsible for protecting their belongings. We are not responsible for the safety of their belongings during their hospital stay. SEORMC is not responsible for any lost or stolen patient's belongings. SEORMC expects patients to leave valuables at home, with family members, or with hospital security.
12. Patients are responsible for refraining from taking medications except for those given to you by SEORMC staff. These may complicate and endanger the healing process.

**How to Report a Grievance, Complaint, or Patient Concern Related to Quality and Safety**  
Guernsey Health System has a strong commitment to the resolution of patient grievances or complaints. Report concerns to a hospital representative at 740-435-CARE (2273) or by email at [care@seormc.org](mailto:care@seormc.org).

You also have the right to report a complaint to:

- Ohio Department of Health by calling 1-800-342-0553 or in writing to 246 N. High Street, Columbus, Ohio 43215
- Joint Commission at [www.jointcommission.org](http://www.jointcommission.org), on the website homepage, using the "Report a Patient Safety Event" link in the "Action Center", by fax to 630-792-5636, or by mail to the Office of Quality and Patient Safety (OPQS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181