

## **PATIENT RIGHTS AND RESPONSIBILITIES**

The Orthopaedic Surgery Center is committed to ensuring the following patient rights:

1. The patient has the right to respect, dignity, and comfort.
2. The patient has the right, prior to the start of the surgical procedure, to be informed both verbally and in writing of the patient's rights in a language and in a manner that the patient can understand.
3. The patient has the right to make informed decisions regarding his/her care, including the right to be fully informed about a treatment or procedure and the expected outcome before it is performed. The patient should be provided information concerning his/her health status, diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand. This information may be provide to the patient's representative or surrogate when it is not medically advisable to provide such information to the patient.
4. The patient has the right to participate in the development of his/her plan of care, including providing consent to, or refusal of, medical or surgical interventions, and in planning for care after discharge.
5. The patient has the right to be free from any act of discrimination or reprisal, including the right to be free from discrimination or reprisal for exercising his/her rights.
6. The patient has the right to voice grievances regarding treatment or care that is (or fails to be) provided. The patient, or his representative, may file a grievance at any time.
7. The patient has the right to privacy during personal hygiene activities, during medical/surgical treatments, and when requested as appropriate. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not involved in the patient's care must have the permission of the patient to be present.
8. The patient has the right to expect that communications and records relating to his/her care be treated as confidential.
9. The patient has the right to receive care in a safe setting, including an emotionally safe environment.
10. The patient has the right to be free from all forms of abuse and harassment, including psychological, physical, and sexual abuse, neglect, and exploitation.
11. The patient has the right to receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin, physical handicap, veteran's status, source of payment or sponsor.
12. The patient is responsible for providing information about past illnesses, hospitalizations, medications, and other matters relating to their health and for answering all questions concerning these matters to the best of their ability.
13. The patient is responsible for being respectful of others, their property, and the property of the center and its personnel.
14. The patient is responsible for promptly arranging for the payment of bills and providing necessary information for insurance processing.
15. The patient is responsible for keeping all appointments promptly at their scheduled time or contacting staff as early as possible if a scheduled appointment cannot be kept.

16. The patient is responsible for following instructions and the health care plan recommended by the health care provider and for asking questions if the information is not understood.
17. The patient is responsible for informing staff of physical changes experienced during treatment.
18. The patient is responsible to maintain the follow-up treatment recommended following discharge and for advising the physician if the decision is made to stop the treatment plan.
19. The patient is responsible for inquiring regarding pain and pain management, asking for pain relief when the pain first begins, providing help in assessing such pain, and notifying staff if the pain is not relieved as expected.
20. The patient has the right to know, by name, the physician responsible for coordinating his/her care.
21. The patient has the right to know what facility rules and regulations apply to his/her conduct as a patient (e.g., the patient is responsible for providing information about his/her health, including past illnesses, hospitalizations and medication).

If you believe that your rights have been violated, we ask that you let us know. You may file a grievance in accordance with our grievance policy, or you or an interested party may file complaint at any time with the Ohio Department of Health or an appropriate ombudsman.

**Ohio Department of Health**

246 N. High St.

Columbus, Ohio 43215

(614) 466-3543

Email address: OPA@odh.ohio.gov

**Office of the Medicare Ombudsman**

The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help they need to understand their Medicare options and to apply their Medicare rights and protections.

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

**The Joint Commission**

1 Renaissance Boulevard

Oakbrook Terrace, IL 60181

<https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>