



## Patient Rights and Responsibilities

### Patient Bill of Rights

It is a privilege to be able to care for you. As a patient of Fairfield Medical Center, you are assured of receiving the best possible healthcare by exercising the following rights:

- The right to have impartial access to treatment regardless of race, creed, sex, national origin, religion, disability, military status or source of payment.
- The right to receive considerate and respectful care at all times, which includes the right to discuss and exercise cultural and spiritual beliefs that do not interfere with your medical care or the well-being of others.
- The right to personal privacy and confidentiality, as permitted by law, and as outlined by the following rights:
  1. To refuse to speak with or see anyone not officially connected with Fairfield Medical Center and not directly involved in your care.
  2. To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatments.
  3. To have spiritual needs met by your personal pastor or by the Fairfield Medical Center's chaplain or volunteer chaplains.
  4. To be interviewed and examined in surroundings designed to assure reasonable audio-visual privacy, which includes the right to have a person of your own selection present during certain parts of a physical examination, treatment or procedures performed by a healthcare professional.
  5. To expect that any discussion or consultation involving your case will be conducted discreetly, and that individuals not directly involved in your care will not be present without your permission.
  6. To have your medical records read only by individuals directly involved in your treatment or the monitoring of its quality, and by other individuals only with your written authorization, or that of your legally authorized representative.
  7. To review the medical records pertaining to your medical care and have the information explained or interpreted as necessary except where restricted by law.
- 8. To make an amendment to your medical record.
- 9. To expect that all communications and other records pertaining to your care, including the source of payment for treatment, be treated as confidential, except in cases required by law.
- 10. To request a transfer to another room if another patient or visitors in your room are unreasonably disturbing.
- The right to expect reasonable personal safety within Fairfield Medical Center.
- The right to request and receive special protective services offered by Fairfield Medical Center's staff and police when appropriate.
- The right to know the identity of the doctor responsible for your care, and the identities and professional status of everyone participating in your care. This includes your right to know of the existence of any professional relationship among individuals who are providing treatment, as well as the relationship to any other healthcare or educational institutions involved in your care.
- The right to be kept informed, by the attending doctor, of any developments in your diagnosis, treatment, known prognosis or any unanticipated outcomes of treatment or care. You have the right to know the immediate and long term financial implications of the treatment choices, insofar as they are known.
- The right to communicate with others outside of Fairfield Medical Center.
- The right to be involved in decisions involving your healthcare including dilemmas about healthcare decisions, which include giving your voluntary consent to and competent understanding of any procedures undertaken. Should Fairfield Medical Center propose to engage in research/ educational projects that effect your care, you have the right to refuse to participate in this activity and to know alternative treatments and associated discomforts. Should you refuse to participate in research or experimentation, you are entitled to the most effective care Fairfield Medical Center can otherwise provide.
- The right to consult a specialist.

- The right to refuse treatment, as permitted by law.
- The right to die with dignity in a calm, quiet environment with significant others present and pain relieved insofar as possible.
- The right to effective pain management.
- The right to request and receive assistance with communication without cost to the patient.
- The right to expect reasonable continuity of care including discharge planning with specific follow-up information.
- The right, before being transferred to another facility, to be informed of the need for and alternatives to such a transfer, which includes having a prompt and orderly transfer to a facility that is more appropriately suited to meet your need for services.
- The right to expect that, within its capacity, Fairfield Medical Center will make a reasonable response to the request of the patient for services.
- The right to request and receive an itemized bill of charges of Fairfield Medical Center services, and timely notice before the termination of your eligibility for third-party pay or reimbursement.
- The right to be informed of Fairfield Medical Center's rules and regulations that apply to your conduct as a patient.
- The right to state any complaint associated with your care, and to have the complaint heard, addressed, and resolved through Fairfield Medical Center's complaint procedure or by calling or writing the Ohio Department of Health Division of Quality Assurance at 1-800-342-0553. Their address is 256 N. High St, 3rd floor Columbus, Ohio 43266. If your questions or concerns are not resolved by these means, you may contact the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) at (800) 994-6610 or write to Office of Quality Monitoring, JCAHO, One Renaissance Boulevard, Oakbrook Terrace, Illinois, 60181. To access the Fairfield Medical Center complaint procedure, call the Patient Representative Office at (740) 687-8555 or the Nursing Supervisor at (740) 687-8000.
- The right to include an Advanced Directive document as part of your medical record and have the documentation honored within the limitations of the law.
- The right to specify a desire to be an organ or tissue donor.
- The right, as a minor, to have all patient rights exercised by your parents or legal guardian.
- The right to request a bioethical consultation by calling Fairfield Medical Center's operator at "0" or 740-687-8000 and requesting the on-call Ethics Committee member.

## Patient Bill of Responsibilities

As a patient of Fairfield Medical Center, you are assured of receiving the best possible care by exercising the following responsibilities:

- The responsibility to provide those participating in your care with accurate and complete information about matters relating to your past and present health and healthcare, which includes making it known whether or not you understand a contemplated course of action and what is expected of you.
- The responsibility to inform your physician, nurse, patient representative, or case coordinator if you are not satisfied with the care being received or lack of information about your care.
- The responsibility to follow the treatment plan recommended by your physician who is responsible for your healthcare.
- The responsibility, should you refuse treatment, to be accountable for the consequences of your decision.
- The responsibility to assure that the financial obligations of your healthcare are fulfilled as promptly as possible.
- The responsibility to follow Fairfield Medical Center's rules and regulations that apply to your conduct as a patient according to the Patient Information Handbook.
- The responsibility to respect and be considerate of the rights and property of other patients, Fairfield Medical Center, and its personnel, and to assist in the control of noise and the number of visitors.
- The responsibility to ask questions if directions and/or procedures are not already understood.
- The responsibility to designate a person who can speak on your behalf and authorize treatment for you in the event of incapacity.

