



# WILSON HEALTH

Caring Without Limits

## Patient Rights and Responsibilities

### ***Patient Rights -***

The Patient has the right:

1. To impartial access to medically indicated treatment regardless of race, religion, sex, sexual orientation ethnicity, age or handicap.
2. To considerate and respectful care.
3. To receive information in a language he/she can understand including translation services for patients who do not speak English, are deaf, unable to speak or who are blind.
4. To participate in the development and implementation of his or her plan of care.
5. To request a discharge planning evaluation.
6. Or his/her representative has the right to make informed decisions regarding his/her care including being informed of his/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 or inappropriate.
7. To formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
8. To have a family member or representative of his/her choice along with his/her own physician notified promptly of his/her admission to the hospital.
9. To personal privacy.
10. To receive care in a safe setting
11. To be free from all forms of abuse and harassment including physical and mental abuse and corporal punishment.
12. To confidentiality of his/her clinical records.
13. To access information contained in his/her clinical records within a reasonable time frame.
14. To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
15. To be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his/her access to services.
16. To know the professional status of any person providing his/her care or services.
17. To know the reasons for any proposed change in the Professional Staff responsible for his/her care;
18. To know the reasons for his/her transfer either within or outside the hospital.
19. To know of the relationship of the hospital to other persons or organizations participating in the provision of his/her care.
20. To information regarding the process to file a grievance and prompt resolution of grievances.
21. To access the cost itemized, when possible, of services rendered within a reasonable period of time.
22. To be informed of the source of the hospital's reimbursement for his/her services, and of any limitations which may be placed upon his/her care.
23. To have pain treated as effectively as possible.
24. To be informed of the visitation rights.
25. The patient's family has the right of informed consent for donation of organs and tissues.



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### ***Patient Responsibilities -***

The Patient has the responsibility:

1. To provide those participating in his/her care with accurate and complete information about matters relating to his/her past and present healthcare.
2. To be respectful and considerate of the rights and property of other patients and staff.
3. To be responsible in a timely way regarding his/her financial obligations and information to the hospital.
4. To follow the hospital rules and regulations affecting patient care and conduct.
5. To inform the nurse or physician of any medication brought from home.
6. To accept responsibility for the consequences following a decision to refuse or alter prescribed treatment or instructions.
7. To refrain from the use of any drugs not prescribed or authorized by his/her physician and administered by hospital staff.
8. To ask questions if he/she does not understand the course of treatment.
9. To refrain from the use of tobacco products on the hospital campus.
10. To provide a copy of any advance directives to the hospital staff.
11. To care for all personal property that is kept in his or her possession during the hospital stay; to send home valuable items such as cash, credit cards or jewelry; or to arrange for such items to be placed in the cashier's department for safekeeping.

### ***Questions or Concerns -***

We encourage you to share your concerns or questions with any hospital staff person present during your visit with us. The patient advocate may be reached at 937-498-5542. A patient may also contact the Ohio Department of Health Complaint Hotline at 800-342-0553 or 246 N. High St., Columbus, Ohio 43215; Healthcare Facilities Accreditation Program at 312-202-8258 or 142 East Ontario St., Chicago, Illinois 60611. Medicare patients may contact Kepro at 855-408-8557 or 5201 W. Kennedy Blvd., Suite 900, Tampa, Florida 33609.