

As a patient, you have the following:

## Rights

### Access

- ▶ To have access to quality medical care, regardless of race, religion, sex, national origin, sexual orientation, age, disability or ethnicity.
- ▶ To have access to spiritual services.
- ▶ To have access to protective services that include, but are not limited to, guardianship and advocacy services.
- ▶ To have access to your medical records and right to confidentiality.
- ▶ To have a complete list of patient rights and responsibilities by contacting the customer relations department at (740) 454-5946.

### Respect

- ▶ To have visitation and communication with family and friends as long as there is no interference with your patient care or other patients' care. To have a full explanation for any restrictions on communication. When needed, restrictions are determined with patient and family participation.
- ▶ To be given care that respects personal values and beliefs.
- ▶ To have all medical records and personal information treated in a confidential manner.
- ▶ To be provided personal privacy and to have respect given to your property.
- ▶ To have reasonable safety in and on the Genesis HealthCare System premises.
- ▶ To have an interpreter or alternate form of communication if needed.
- ▶ To examine and receive an explanation of your bill within the guidelines of your payment source.
- ▶ To be informed of the business relationships between Genesis HealthCare System and other health care providers that may influence your treatment, care and service.
- ▶ To have any concerns or grievances about your care addressed. To begin the process, ask your care provider to contact the Ohio Department of Health at 1-800-342-0553.
- ▶ To be provided care without any form of physical, psychological, sexual abuse, coercion, discrimination or retaliation.

### Treatment

- ▶ To know the identity and professional status of all persons involved with your care, including students and trainees.
- ▶ To be given information about advance directives including organ and tissue donations. To have honored the intent of any existing directives to the extent permitted by law and Genesis HealthCare System policy.
- ▶ To obtain enough information and education to be able to give informed consent for treatment and procedures.
- ▶ To participate in decisions involving your care, including the right to refuse treatment.
- ▶ To have family participation in care decisions when appropriate.
- ▶ To be informed beforehand of any research project related to your treatment and to refuse to participate if you so choose.
- ▶ To be as restraint free as possible. Restraints are used only to protect patients from harming themselves or others.
- ▶ To refuse or to have withdrawn life-sustaining treatment.
- ▶ To consult with the ethics committee of Genesis HealthCare System for help in resolution of conflicts in care or treatment decisions. To do so, ask a care provider to assist you.
- ▶ To transfer to another facility to access care whether available or not available through Genesis HealthCare System.
- ▶ To appropriate assessment and management of pain.
- ▶ Know the reasons for any proposed change in the professional staff responsible for your care.

## Responsibilities

- ▶ To provide accurate and complete information regarding previous medical history, hospitalizations, medications, present complaints and other matters relating to your health.
- ▶ To treat the staff with due consideration, respect and dignity.
- ▶ To respect the rights of other patients in regard to visitors, property, smoking, noise and anything else that may be annoying to another patient.
- ▶ To arrange for security of all personal property. Genesis HealthCare System is not liable for lost or stolen items.
- ▶ To follow the treatment plan recommended by your physician and health care team. If you do not follow it, all goals may not be met.

- ▶ To request further information concerning anything that is not understood.
- ▶ To abide by the general rules and regulations that apply to patient care and conduct at Genesis HealthCare System.
- ▶ To ask your doctor/nurse what to expect regarding pain, pain management and pain relief options. It is also the patient's responsibility to inform nursing staff when pain first begins by describing the type of pain and the pain location.
- ▶ To provide all billing information pertinent to reimbursement for services; to comply with all insurance regulations necessary to maintain coverage; and to fulfill the financial obligations of your health care as promptly as possible.