

Patient Rights & Responsibilities

Your Rights as a Patient

As a patient of Marion General Hospital, you have some basic, but important rights. Every patient has a right to the following:

- Access to healthcare regardless of age, sex, national origin, disability or source of payment.
- To have a family member and your primary physician informed of your admission to the hospital.
- To actively participate in your care plan by being well-informed about your condition, diagnosis, possible treatments, likely outcomes, discharge plans or transfer in terms you understand. This will include the possible risks, benefits and anticipated outcomes if you consent or refuse care.
- To be told of realistic care alternatives when hospital care is no longer appropriate.
- To request a second opinion.
- To expect that a reasonable attempt will be made to provide for an interpreter if you are unable to read, speak or understand English. There are also options for the blind and hearing impaired. This will be addressed through the Social Work/Case Management service.
- To participate in management of your pain.
- To include a family member or name a spokesperson to assist you in healthcare discussions and decisions.
- To make advance directives and have them followed.
- To know the name and role of your healthcare providers.
- To privacy, comfort and dignity.
- To be cared for in a safe and clean environment free of all forms of abuse and harassment.
- Confidentiality in all verbal and written discussions of your care.
- Access to your medical record.

- Access to pastoral care and help with medical-ethical issues.
- Freedom from restraints unless clinically or behaviorally necessary to provide safety, and only after other methods have been unsuccessful.
- To file a complaint and obtain a response to the complaint.
- To request an explanation of your hospital bill and have all billing questions answered.

Your Responsibilities as a Patient

To assist in providing care, we ask that you follow the guidelines listed below:

- Provide complete and accurate information about your health, including past illnesses, hospital stays, allergies, use of medicines and any change of condition.
- For you and/or your advocate to participate actively in the development and following of your plan of care, and to ask questions when you do not understand.
- To give the hospital a copy of any advance directives or legal document designating custody or decision-making power.
- To recognize the effect of lifestyle on your personal health and healthcare outcomes. Your health depends not just on your hospital care but, in the long term, on the decisions you make in your daily life and following prescribed treatment and instructions.
- To be considerate of other patients and staff by following hospital guidelines about visitation, smoking and safety.
- To notify a staff member if you are leaving a care area.
- To be responsible for your personal property. Marion General is responsible only for the property stored in the hospital safe. Ask your caregiver if you wish to store valuables in the hospital safe.

- To provide information for insurance claims and work with the hospital to make payment arrangements when necessary. Our primary concern is to improve your condition in a supportive and caring environment. We constantly strive to provide the best possible care and service because we want your stay to be as pleasant as possible.

Your Questions and Concerns

If you or your family have any questions, special needs or concerns not being addressed in your care area, we have people available to assist you. Presentation of a complaint or a concern will not compromise your care in any way. You may contact patient relations or the quality department at 740 | 383-8493 from 7 a.m. -3:30 p.m., Monday through Friday. After hours and on weekends, you may leave a message at these numbers, or ask the operator (740 | 383-8400) to speak with the shift coordinator on duty or administrator on call.

You may also contact the Ohio Department of Health Complaint Hotline at 1-800 | 342-0553 or Medicare at 1-800 | 589-7337. For inquiries regarding medical records, call 740 | 383-8592; for ethical issues, call the Ethics Advisory Committee Hotline at 740 | 383-8881; or for legal/business ethics issues, call the OhioHealth Corporate Compliance Hotline at 1-866 | 411-6181; and for safety issues, call the Safety Hotline at 740 | 383-8800.

For patient safety and quality concerns that the hospital has not addressed, you may contact The Joint Commission. The public may contact The Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling 1-800 | 994-6610 or emailing complaint@jcaho.org.

