

# Patient Responsibilities

*The patient and his/her parents or legal guardian have the responsibility to:*

- ♥ **Present Medical Condition:** To provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to the patient's health.
- ♥ **Unexpected Changes:** To report unexpected changes in the patient's condition to the responsible physician.
- ♥ **Comprehension:** For making it known if they do not clearly understand the treatment plan or procedure and what is expected of them.
- ♥ **Treatment Plan:** For following the recommended treatment plan. This may include following instructions of nurses and licensed providers as they carry out the coordinated plan of care and implement the responsible physician's orders, and as they enforce the applicable Hospital regulations/rules.
- ♥ **Appointments:** For keeping appointments and, when the patient is unable to do so for any reason, for notifying the responsible physician or the Hospital.
- ♥ **Treatment Refusal:** For their actions if the patient refuses treatment or does not follow the physician's instructions.
- ♥ **Regulations and Rules:** To abide by the Hospital rules affecting the patient's care and conduct.
- ♥ **Considerate:** For being considerate of the rights of other patients and hospital personnel, for assisting in the control of noise, for the number of visitors a patient has at any one time and not smoking in the Hospital or on the Hospital campus or grounds.
- ♥ **Property of Others:** For being respectful of the property of other persons and of the Hospital

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- ♥ **Weapons and Firearms:** For their actions; they may not carry or possess any weapon(s) or firearm(s) at the Hospital or on property owned, controlled or possessed by the corporation.
- ♥ **Violation:** For adherence to these patients' responsibilities and, for violation of any of them, the patient, in the sole discretion of the appropriate Chief of Staff, may be discharged from the Hospital.

If you have concerns about your care, please talk to the department manager. If your concern has not been resolved, contact the following:

**Shriners Hospitals for Children® – Cincinnati**  
3229 Burnet Avenue  
Cincinnati, OH 45229-3095  
Phone: 513-872-66317 FAX: 513-872-7605  
e-mail: [CINPatientRelations@shrinenet.org](mailto:CINPatientRelations@shrinenet.org)

**Additional Resources for Concerns:**  
Shriners Hospitals for Children®  
<https://secure.ethicspoint.com/domain/media/en/gui/25601/index.html>  
Corporate Compliance Hotline: 866-290-7637

**Ohio Department of Health**  
Division of Quality Assurance, Provider & Consumer Services Unit (PCSU)  
246 North High Street  
Columbus, OH 43215  
Phone: 800-324-0553 or 800-669-3534  
Fax: 614-564-2422

**Ohio Quality Improvement Org., (QIO)**  
KEPRO  
5201 W. Kennedy Blvd., Suite 900  
Tampa, FL 33609  
Phone: 813-280-8256 Fax: 884-834-7130  
Toll Free: 855-408-8557

**The Joint Commission (TJC)**  
Office of Quality Monitoring  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Phone: 800-994-6610 Fax: 630-792-5636  
e-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)



**Shriners Hospitals**  
for Children®— Cincinnati

Pediatric Specialty Care

Burns  
Cleft Lip and Palate  
Specialized Plastic Surgery

## Patients' Rights & Responsibilities



**A Guide for Patients and  
their Families**

July 2015

# Patient Rights

*The patient and his/her parents or legal guardian have the right as applicable:*

- ♥ **Care:** To considerate, competent and respectful care of the patient without discrimination based upon race, color, creed, sex, national origin, disability, sect, or ability of a patient or family to pay.
- ♥ **Notification:** To have a family member or representative of their choice be notified of the patient's admission to the Hospital and for Medicare patients: advanced notification of discontinuation of care, when possible
- ♥ **Information:** To obtain from the patient's physician complete current information concerning the patient's status, diagnosis, treatment and prognosis, including alternative treatments and possible complications, in terms they can be reasonably expected to understand (utilizing interpreters or assistive communication aids, as needed). They have the right to know by name the physician and healthcare providers responsible for coordinating the patient's care, and the right of access to the patient's medical records.
- ♥ **Participation:** To participate in the development and implementation of the patient's plan of care and treatment.
- ♥ **Informed Consent:** To receive from the patient's physician complete and current information necessary for an informed consent prior to the start of any procedure or treatment, except in emergencies where lifesaving measures are required.
- ♥ **Treatment Refusal:** To refuse treatment for the patient to the extent permitted by law and to be informed of the medical consequences of such action.
- ♥ **Privacy:** To every consideration for privacy concerning the patient's medical care program.
- ♥ **Confidentiality:** To expect that all communications and records pertaining to the patient's care shall be treated as confidential.
- ♥ **Medical Services:** To expect, within the reasonable limits of its capacity, the Hospital to make reasonable response to the request of the patient for services, such as evaluation, service or referral as indicated by urgency of the case.
- ♥ **Emergency Procedure:** To expect emergency procedures to be implemented without unnecessary delay and to have a responsible person notified when an emergency occurs and the patient is transferred to another facility, and to expect the institution to which the patient is to be transferred will be notified prior to the patient's transfer.
- ♥ **Advance Directives:** To receive, in advance, the Hospital's policy on Advance Directives, to have the opportunity to formulate Advance Directives and have the Hospital provide care consistent with these Directives.
- ♥ **Culture of Patient Safety:** To expect and benefit from the organizational commitment of Hospital and staff to quality care and patient safety.
- ♥ **Hospital Affiliation:** To obtain information as to any relationship of this Hospital to other healthcare and educational institutions insofar as the patient's care is concerned.
- ♥ **Human Research:** To be advised if the Hospital proposes to engage in or perform human research affecting the patient's care or treatment; and to refuse to participate in such research projects.
- ♥ **Continuity of Care:** To expect reasonable continuity of care for the patient.
- ♥ **Discharge Plan:** To expect a discharge plan, whereby the patient's healthcare requirements may be met following discharge.
- ♥ **Access to Public:** To expect access to people outside the Hospital by means of visitors, and by verbal and written communication, to understand that Hospital will not restrict, limit or deny visitation on the basis of sex, gender, race, color, national origin, sexual orientation or disability, and to designate individuals who may visit, subject to any clinical limitations, and to withdraw consent to such visitation at any time.
- ♥ **Images:** To give or withhold consent to the capture, production, transmission or use of images of the patient in recordings, videos, films or pictures for purposes other than the patient's care or treatment.
- ♥ **Conduct Regulations:** To know what Hospital regulations and rules apply to the patient's conduct and the conduct of parents, guardians and visitors.
- ♥ **Abuse and Harassment Prohibited:** To be free from any and all forms of abuse and harassment.
- ♥ **Restraint and Seclusion:** To be free from physical or mental abuse and corporal punishment, and to be free from restraint or seclusion as a disciplinary or retaliatory measure by staff. Restraint or seclusion will only be used to ensure safety of patients and others, and will be discontinued at the earliest possible time.
- ♥ **Pastoral Counseling:** To expect that pastoral or clergy counseling, visitation or care of the patient's spiritual needs will be available as requested.
- ♥ **Pain Management:** To expect that the patient's pain will be assessed and managed appropriately.
- ♥ **Resolution of Concerns:** To have access to a complaint and grievance process in which concerns about the patient's care can be raised either verbally or in writing in their primary language and to expect that these concerns will be investigated and addressed as appropriate and without compromising patient care.
- ♥ **Local Law:** To such rights as are afforded the patient under the law of the state in which the Hospital is located.
- ♥ **Billing Information:** To know, upon request, prior to treatment if the provider/facility accepts Medicare, a reasonable estimate of charges and to examine and receive explanation regarding the itemized bill.