

## PATIENT RIGHTS & RESPONSIBILITIES

### *Patients have the right to . . .*

- ◆ quality services, appropriate to their healthcare needs, delivered in a timely manner.
- ◆ appropriate, medically-necessary care.
- ◆ reasonable access to medical care.
- ◆ confidentiality in regard to medical and social history, individual medical records and medical information.
- ◆ be treated with dignity, respect and consideration.
- ◆ be informed about personal health as it concerns medical conditions, diagnostic testing and treatment plans.
- ◆ change physicians/providers.
- ◆ a second opinion.
- ◆ involvement in decision making concerning treatment.
- ◆ refuse participation in research. All research protocols will be initiated only with a patient's informed consent.
- ◆ auditory and visual privacy during a visit.
- ◆ approve or refuse the release of information except when the release is required by law.
- ◆ refuse treatment or therapy. Such persons will be made aware of the consequences of their decisions and it will be documented in their medical records.
- ◆ create Advance Directives, which let providers and others know the person's wishes concerning medical treatments. We will honor the patient's wishes at Ohio Oncology & Hematology, LLC.
- ◆ assert complaints and grievances about providers and the healthcare provided.
- ◆ be informed about the role of medical students and the right to refuse such care.
- ◆ request their personal healthcare information.
- ◆ request their account information to include a detailed bill.

### *Patients have the responsibility to . . .*

- ◆ become informed about their insurance plan, including benefits available.
- ◆ become knowledgeable of the system to access medical care.
- ◆ keep all scheduled appointments and to notify the provider when unable to keep a scheduled appointment.
- ◆ be on time for all scheduled appointments.
- ◆ follow all medically appropriate physician orders and prescriptions.
- ◆ treat all personnel with courtesy and respect.
- ◆ complete health status information for accurate diagnosis and appropriate treatment.

The Zangmeister Center is a non-smoking campus.