

Patient Rights & Responsibilities

While you are a patient at Family Care we want you to understand your rights as a patient and how you can help us to take excellent care of you...

YOUR RIGHTS AS A PATIENT ARE TO:

- Have access to treatment that is medically indicated and available here or at another facility if we do not offer the service.
- Be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.
- Be free of mental, physical, sexual and verbal abuse, neglect and exploitation.
- Have your wishes about end of life care addressed.
- Have a right to protective and advocacy services.
- Be informed of and involved in decisions about care, treatment and services provided.
- Receive care that respects and supports your personal dignity, independence, values and privacy.
- Have access to an interpreter if you do not speak English or if your hearing is impaired.
- Refuse treatment to the extent permitted by law.
- Know the identity and professional role of any individual providing care to you.
- Expect care to be given by professionals who listen to your reports of pain and help to relieve it.
- Expect that information concerning your care will be kept confidential, unless it is your wish that information is shared.
- Have resolution when you have concerns about quality of care including your bill, providers, issues of confidentiality or other concerns.

YOUR RESPONSIBILITIES AS A PATIENT ARE TO:

- Provide complete accurate information about your past, present, and developing health conditions.
- Tell us if you do not understand your care and treatment. Ask questions when you do not understand the plan of care and what is required of you.
- Follow the treatment plan recommended by your physician and be accountable for your actions if you refuse treatment or do not follow instructions.
- Be considerate of the property and rights of other patients and Family Care colleagues and be responsible for your own belongings.
- Provide Family Care with complete insurance information to ensure that your medical bill is paid properly
- Assure prompt fulfillment of financial obligations related to your health care. Please remember that you are responsible for payment of any deductibles, coinsurance, fee for service visits & noncovered services

To let us know about a concern call: 330-875-5625
For concerns about Medicare Providers call:
1-800-MEDICARE (1-800-633-42273)
Ohio Beneficiary Hotline: 1-800-589-7337

For safety and quality concerns not addressed by Colleagues, you may contact the department manager by calling 330-596-6570 or the Quality Services Department at the Aultman Alliance Community Hospital