

# SpeakUP™



## Know Your Rights



**Morrow County  
Hospital**  
**OhioHealth**

*Associated with OhioHealth*

651 West Marion Road  
Mount Gilead, Ohio 43338

## Questions to ask your doctor

- How often will your doctor see you during your stay?
- Who is responsible for your care when the doctor is not available? For example, on weekends and at night?
- What happens to you if life-saving actions are taken?
- If your test or procedure shows that you need another procedure right away, can you get it done here? Or will you need to go to a different facility?

## Resources

Agency for Healthcare Research and Quality, [www.ahrq.gov](http://www.ahrq.gov), “Questions Are The Answer” campaign and “20 Tips To Help Prevent Medical Errors”



**The Joint Commission**

You have rights and a role regarding your treatment and care. This brochure has questions and answers to help you find out about your rights and role as a patient. Knowing your rights and role can help you make better decisions about your care.

### **What are your rights?**

- You have the right to be informed about the care you will receive.
- You have the right to get information about your care in your language.
- You have the right to make decisions about your care, including refusing care.
- You have the right to know the names of the caregivers who treat you.
- You have the right to safe care.
- You have the right to have your pain treated.
- You have the right to know when something goes wrong with your care.
- You have the right to get an up-to-date list of all of your current medicines.
- You have the right to be listened to.
- You have the right to be treated with courtesy and respect.

Ask for written information about all of your rights as a patient.

### **What is your role in your healthcare?**

- You should be active in your healthcare.
- You should ask questions.
- You should pay attention to the instructions given to you by your caregivers. Follow the instructions.

- You should share as much information as possible about your health with your caregivers. For example, give them an up-to-date list of your medicines. And remind them about your allergies.

### **Can your family make decisions for you?**

No, not unless they are your legal guardian or you have given them that responsibility by signing a legal document, such as a health-care power of attorney and you are unable to make your own decisions.

### **Can other people find out about your disease or condition?**

The law requires healthcare providers to keep information about your health private. You may need to sign a form if you want your healthcare providers to share information with others.

### **What is “informed consent?”**

This means that your healthcare providers have talked to you about your treatment and its risks. They have also talked to you about options to treatment and what can happen if you aren't treated.

### **What happens if something goes wrong during treatment or with my care?**

If something goes wrong, you have the right to an honest explanation and an apology. The explanation and apology should be made in a reasonable amount of time.

## How do you file a complaint?

First, call the hospital or health system so that they can correct the problem. Next, if you still have concerns, complaints can be sent to the licensing authority or The Joint Commission. The Joint Commission provides a complaint form on its website at [www.jointcommission.org](http://www.jointcommission.org).

## Questions to ask before you enter the health care facility

- What will be done to make sure I don't get an infection?
- Is there a form you need to sign about life-saving actions, like resuscitation?
- Is there a form you need to sign about life support?
- Does the organization allow members of your religion to visit and pray with you?
- What kind of security does the facility have? Is there a 24-hour guard or alarm system?
- Whom do you speak to if a problem arises? How does the organization handle complaints?
- Are there any procedures that cannot be done at this facility for religious reasons?
- Can you get a copy of your medical record and test results?

Morrow County Hospital is accredited by The Joint Commission. This accreditation means that Morrow County Hospital has demonstrated compliance with organizational, patient care and safety standards. For further information, or to register a complaint, please contact Morrow County Hospital's Compliance Office at **(419) 946-5015**. Any patient, family member, employee, medical staff member, or other individual who provides care, treatment, or services, who has concerns about the safety or quality of care provided may contact The Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited healthcare organization by either calling – **1-800-994-6610** or e-mailing – *complaint@jcaho.org*. Morrow County Hospital will take no disciplinary action when a safety or quality of care concern is given to The Joint Commission.



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