Name of Policy:	Patient Rights and Responsibilities		
Policy Number:	3364100-60-02		
Department:	Hospital Administration		
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	_	Initial Effective Date: 12/1/1992	

(A) Policy Statement

Patientsof The University of Toledo Medical Centeru(TMC") have full and equal rights aspecific responsibilities on ensure quality care

(B) Purpose of Policy

To specify patient's rights and responsibilities in order to build ationship needed between the UT ploysidans, clinical personnelstaff -discriminatory access to treatment or accommo

taff -discriminatory access to treatment or accommodations that are av and/or medically indicated regardless of qualities which include but are not limited to age, race, ethnicity, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gende expression.

(2) R

ESPECT& DIGNITY

The patient has the right to comfortable, considerate and respectful care at all times and under all circumstances,

(4) PRIVACY & CONFIDENTIALITY

The patient has the right, within the law, to personal and informational privacy, as manifested below:

(a) To refuse to talk with or see anyone not officially connected with the hospital, including visitors, family

record in accordance with established procedu**Tes** patient has the right to know the names and titles of caregivers and doctors.

(9) COMMUNICATION

The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communication. When the patient does not speak or understand the predominant language of the community, he/she should have access to an interpreter. This is particularlyna357 Td () Tj 2.711 0 Td () 0 Td 0 [8226 (e)4.2 (do)6.9 (a)4.2

(14) RESOLUTION OF COMPLAINTS/GRIEVANCES

The patient has a right to express complaint and obtain resolution of the conflict. See Policy (#266-0-1, ComplaintGrievanceManagement, for guidelines. Patients are given information the hospital's mechanism for the initiation, review and, when possible, resolution of patient concerns.

(15) CONSULTATION

The patient/surrogate, at his own request and expense, has the right to request a consult with a specialist of his/her choice. They have a right to request a change or provider or second opinion if desired.

(16) REFUSAL OF TREATMENT

The patient/surrogate may refuse treatment to the extent permitted by law and has the right to be informed of the medical consequences of the provision of treatment by the patient/surrogate prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated u

RESPONSIBILITIES

(1) **GIVING INFORMATION**

A patient/surrogate has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. The patient/surrogateeisponsible for reporting unexpected changes in his/her condition to the responsible provider patient is responsible for reporting whether he/she clearly comprehends a contemplate course of action and the expected outcome. Patients/surrogates are responsible for providing a copydof any vali advance directive to UTMC personnel (n)12.1 t 0 Tc 0.003 nPt(s)9.1t 0 T -0.0 u 7 Tm (26 -8.0 Tm (21 TwM5.4 (m)5.4 (m)5.4 (m)5.4 (m)5.4 m)).

The term "Surrogate" as used in this policy shall refer to an adult with intact decision making capaisty who

- a) a parent or legal guardian of a minor patient
- b) a representative of a patient who lacks decision making capacity (navely dogent of Durable Power of Attornye for Health Care one legal guardian).

Approved by:		Review/Revision Date:	
		10/14/93 5/28/2008 05/2018	
		9/3/96 12/29/2009 5/2021	
/s/		9/23/98 12/13/2010 6/2024	
Richard Swaine	Date	8/20/01 6/3/2011	
Chief Executive OfficerUTMC		8/4/04 2/1/2012	
Review/Revision Completed By: HAS		8/8/07 2/1/2015	
Customer Care Office of Legal Affairs HSC		Next Review Date: 6/1/2027	
Policies Superseded by This Policy7-60-2			