



Patient Rights

1. Regarding access to patient rights and financial information:
 - a. The right to be informed within twenty-four hours of admission of the rights described in this rule and to request a written copy of these rights;
 - b. The right to receive information in language and terms appropriate for their understanding; and
 - c. The right to request to speak to a financial counselor.
2. Regarding personal liberty:
 - a. In accordance with existing federal, state, and local laws and regulations, the right to be treated in a safe treatment environment, with respect for personal dignity, autonomy, and privacy;
 - b. The right to receive services that are appropriate and respectful;
 - c. The right to receive humane services;
 - d. The right to participate in any appropriate and available service that is consistent with an individual service/treatment plan, regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
 - e. The right to reasonable assistance, in the least restrictive setting; and
 - f. The right to reasonable protection from physical, sexual, or emotional abuse or harassment.
3. Regarding the development of service/treatment plans:
 - a. The right to a current individualized treatment plan (ITP) that addresses the needs and responsibilities of an individual that specifies the provision of appropriate and adequate services, as available, either directly or by referral; and
 - b. The right to actively participate in periodic ITP reviews with the staff including services necessary upon discharge.
4. Regarding declining or consenting to services:
 - a. The right to give full informed consent to services prior to commencement and the right to decline services absent an emergency.
5. Regarding restraint or seclusion:
 - a. The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others.
6. Regarding privacy:
 - a. The right to reasonable privacy and freedom from excessive intrusion by visitors, guests and non-hospital surveyors, contractors, construction crews, or others; and
 - b. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs, or other audio and visual recording technology. This right does not bar a hospital from using closed-circuit monitoring to observe seclusion rooms or common areas, but closed circuit monitoring is not to be utilized in patient bedrooms and bathrooms.
7. Regarding confidentiality:
 - a. The right to confidentiality unless a release or exchange of information is authorized and the right to request to restrict treatment information being shared; and
 - b. The right to be informed of the circumstances under which the hospital is authorized or intends to release, or has released, confidential information without written consent for the purposes of continuity of care as permitted by division (A)(7) of section 5122.31 of the Revised Code.

8. Regarding grievances:
 - a. The right to have the grievance procedure explained orally and in writing; the right to file a grievance with assistance if requested; and the right to have a grievance reviewed through the grievance process, including the right to appeal a decision.
9. Regarding non-discrimination:
 - a. The right to receive services and participate in activities free of discrimination on the basis of race, culture, language, socioeconomic status, sex, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, gender identify or expression, or in any manner not permitted by local, state or federal laws.
10. Regarding reprisal for exercising rights:
 - a. The right to exercise rights without reprisal in any form including the ability to continue services with uncompromised access. No right extends so far as to supersede health and safety considerations.
11. Regarding opinions:
 - a. The right to have the opportunity to consult with independent specialists or legal counsel, at one's own expense.
12. Regarding conflicts of interest:
 - a. No inpatient psychiatric service provider employee may be a person's guardian or representative if the person is currently receiving services from said provider.
13. The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual patient for clear treatment reasons in the patient's treatment plan. If access is restricted, the treatment plan is to also include a goal to remove the restriction
14. The right to be informed in advance of the reasons for discontinuance of service provision, and to be involved in planning for the consequences of that event.
15. The right to receive an explanation of the reasons for denial of service.
16. The right to receive humane services in a comfortable, welcoming, stable, and supportive environment
17. The right to retain personal property and possessions, including a reasonable sum of money, consistent with the person's health, safety, service/treatment plan, and developmental age.
18. Regarding the development of service/treatment plans, the right to formulate advance directives, submit them to hospital staff, and rely on practitioners to follow them within the parameters of the law.
19. Regarding labor of patients, the right to not be compelled to perform labor that involves the operation, support, or maintenance of the hospital or for which the hospital is under contract with an outside organization. Privileges or release from the hospital are not to be conditioned on the performance of such labor.
20. Regarding declining or consenting to services:
 - a. The right to consent to or refuse the provision of any individual personal care activity and/or mental health services/treatment interventions; and
 - b. The right, when on voluntary admission status, to decline medication, unless there is imminent risk of physical harm to self or others; or
 - c. The right when hospitalized by order of a probate or criminal court to decline medication after being given the opportunity to give informed consent, unless there is imminent risk of harm to self or others, or through an order by the committing court (e.g., persons admitted for a competency evaluation under division (G)(3) of section 2945.371 of the Revised Code or admitted for a sanity evaluation under division (G)(4) of section 2945.371 of the Revised Code).

21. Regarding privacy, dignity, free exercise of worship, and social interaction:
 - a. The right to enjoy freedom of thought, conscience, and religion, including religious worship within the hospital and receipt of services or sacred texts that are within the reasonable capacity of the hospital to supply. However, no patient is to be coerced into engaging in any religious activities.
22. Regarding private conversation and access to phone, mail, and visitors:
 - a. The right to communicate freely with and be visited at reasonable times by the patient's family members, significant others, legal guardian, and private counsel or personnel of the legal rights service and, unless prior court restriction has been obtained, to communicate freely with and be visited at reasonable times by a personal physician or psychologist;
 - b. The right to communicate freely with others, unless specifically restricted in the patient's service/treatment plan for reasons that advance the person's goals, including the following:
 - i. The right of an adult to reasonable privacy and freedom to meet with visitors, guests, or surveyors, and make and/or receive phone calls; or the right of a minor to meet with inspectors, and the right to communicate with family, guardian, custodian, friends, and significant others outside the hospital in accordance with the minor's individualized service/treatment plan;
 - ii. The right to have reasonable access to telephones to make and receive confidential calls, including a reasonable number of free calls if unable to pay for them and assistance in calling if requested and needed. The right of a minor to make phone calls is to be in accordance with the minor's individualized service/treatment plan.
 - c. The right to have ready access to letter-writing materials, including a reasonable number of stamps without cost if unable to pay for them, and to mail and receive unopened correspondence and assistance in writing if requested and needed subject to the hospital's rules regarding contraband. The right of a minor to send or receive mail is also subject to directives from the minor's parent or legal custodian when such directives do not conflict with federal postal regulations.
23. Notification to family or physician:
 - a. The right to have a physician, family member, or representative of the person's choice notified promptly upon admission to a hospital.
24. The right to and need for effective communication.
25. The right to have your cultural and personal values, beliefs, and preferences respected.
26. Regarding participation in research, investigation, or clinical trials Bluestone provides the patient with all of the following information:
 - a. An explanation of the purpose of the research
 - b. The expected duration of their participation
 - c. A clear description of the procedures to be followed
 - d. A statement of the potential benefits, risks, discomforts, and side effects
 - e. Alternative care, treatment, and services available that might prove advantageous
 - f. The knowledge that refusing to participate in research, investigation, or clinical trials or discontinuing participation at any time will not jeopardize access to care, treatment and services unrelated to the research.
27. The right to receive information about the individual(s) responsible for, as well as those providing, care treatment and services.
28. The right to be free from harassment; neglect; exploitation; and verbal, mental, physical, and sexual abuse.
29. The right to access protective and advocacy services.
30. The right to have complaints reviewed by the hospital.

Patient Responsibilities

1. The responsibility to provide information that facilitates the patient's care, treatment, and services
2. The responsibility to ask questions or acknowledging when the patient does not understand the treatment course or care decision
3. The responsibility to follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital
4. The responsibility to support mutual consideration and respect by maintaining civil language and conduct in interactions with staff
5. The responsibility to meet financial commitments

For questions or assistance regarding any of the above rights, or to file a complaint or grievance, please contact:

Sheila Reynolds, MSSA, LISW-S

Patient Rights Advocate

reynolds@wingspancg.org

216-932-2800, ext. 8305

Monday through Friday, 9 a.m. – 5 p.m. or by appointment

The Patient Rights Advocate help you file a complaint or grievance and will investigate the complaint or grievance on your behalf. They will also represent you at the hospital hearing, should one be necessary, if you desire. If your complaint or grievance is not resolved by the Patient Rights Advocate it may be heard by an impartial decision-maker. You will receive written notification and an explanation of the decision reached. All efforts will be made to ensure your complaint or grievance is decided in a prompt, fair and friendly manner. If you are dissatisfied with the decision, you may request the matter be reviewed by the Director of Risk Management and/or the Hospital Governing Body, who will issue a decision.

If you are still dissatisfied, your complaint or grievance may be sent to any or all of the agencies listed below:

Ohio Department of Mental Health and Addiction Service
30 East Broad Street, 8th Floor
Columbus, Ohio 43215-3430
1-877-275-6364 (Toll-free bridge line for patients and families)
TTY 1-614-752-9696

Livanta LLC
BFCC-QIO
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701-1105
888-524-9900 or TTY 888-985-8775

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
www.jointcommission.org choose "Report a Safety Event"

Disability Rights Ohio
Attn: Intake
200 Civic Center Dr.
Columbus, Ohio 43215
614-466-7264 or 1-800-282-9181
(press option 2 and leave a voicemail)
<https://www.disabilityrightsohio.org/intake-form>

Centers for Medicare & Medicaid Services
www.ASETT.CMS.GOV