



Leading Our Community To Improved Health

TO PREVENT  
HEALTH CARE ERRORS,  
PATIENTS ARE URGED TO...

**SpeakUP™**

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

**S**peak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

**P**ay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

**E**ducate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

**A**sk a trusted family member or friend to be your advocate (advisor or supporter).

**K**now what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

**U**se a hospital, clinic, surgery center or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

**P**articipate in all decisions about your treatment. You are the center of the health care team.

## EVERY PATIENT HAS THE RIGHT TO

1. Be notified of his or her rights in a language or manner that the patient can understand.
2. Be treated with courtesy and respect.
3. Be informed in advance of providing or discontinuing care whenever possible.
4. Make informed decisions about his or her care and to participate in the development and implementation of his or her plan of care, including the discharge plan and pain management plan.
5. Know whom to contact with a grievance and prompt resolution of any and all grievances.
6. Communicate freely with others and to interact socially, unless specifically restricted in his or her treatment plan for clear treatment reasons.
7. Formulate advance directives to have practitioners comply with these directives.
8. Have a family member or representative of his or her choice or his or her own physician notified promptly upon admission to the hospital.
9. Get important information about his or her care in his or her preferred language and/or in a manner that meets his or her needs, if he or she has vision, speech, hearing or mental impairments.
10. Refuse care.
11. Free exercise of religious worship within the facility. No patient will be coerced into engaging in any religious activities.
12. Have his or her pain addressed.
13. Know the names of caregivers who are treating him or her.
14. Know when something goes wrong with his or her care.
15. Get a list of all his or her current medications.
16. Personal privacy.
17. Receive care in a safe setting.
18. Be free from all forms of abuse or harassment.
19. The confidentiality of his or her clinical records.
20. Access information contained in his or her clinical records within a reasonable time frame.
21. Receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have charges explained.
22. Be free from physical or mental abuse, and corporal punishment.
23. Be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.
24. Be informed of his or her visitation rights, including any clinical restriction or limitation on such rights.
25. Not have visitation rights of any individual restricted, limited or otherwise denied or reduced on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
26. Have the hospital accept his or her designation, orally or in writing, of a support person.

## EVERY PATIENT IS RESPONSIBLE FOR

1. Providing, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, and other matters relating to his or her health.
2. Asking questions when they do not understand what they have been told about their care, treatment, or service or what they are expected to do.
3. Making it known to the appropriate people whether he or she clearly understands a contemplated course of action and what is expected.
4. Following all instructions given by their physicians and staff.
5. The outcomes of their actions if they refuse treatment or do not follow practitioner's instructions.
6. Promptly meeting any financial obligation agreed to with the hospital.
7. Being considerate of the hospital's staff and property, as well as of other patients and their property.
8. Being considerate of the rights of other patients and personnel and assist in the control of noise, smoking, and number of visitors.
9. Complying with posted visitor's hours as they pertain to their visitors.
10. Honoring the designation of the hospital and campus as smokefree.
11. Immediately reporting any allegations of abuse, neglect, harassment, or exploitation to the physician or nurse in charge, risk management department, or administration.
12. Following the hospital's rules and regulations.

## PATIENT COMPLAINTS MAY BE DIRECTED TO THE FOLLOWING PERSONS AND AGENCIES:

**Aultman Hospital Patient Relations Representative**  
Phone: 330-363-6222  
[www.aultman.org](http://www.aultman.org)

**Ohio Department of Health**  
Health Care Facility Complaint Department  
Complaint Hotline: 1-800-342-0553  
Email: [HCComplaints@odh.ohio.gov](mailto:HCComplaints@odh.ohio.gov)

**The Joint Commission**  
Office of Quality Monitoring  
[www.jointcommission.org](http://www.jointcommission.org)  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

## TOBACCO-FREE POLICY

The use of tobacco products is prohibited on Aultman Health Foundation property.  
*Thank you for your cooperation.*

## PATIENT EMERGENCY LINE

Aultman is working hard to make our hospital a safe place for patients. Like "911," the patient emergency line is for use in case of an emergency. Patients and families can call for help 24 hours a day, seven days a week.

### When to call:

- If the patient gets sicker and needs help fast.
- You feel no one is paying attention to your concern.
- You talk with your doctor or nurse, and still worry about how care is being given or handled.
- You are confused about the care you or the patient needs

As we offer this help to our patients and families, we want you to be our partners in care. If you have a question or problem, always talk to your doctor or nurse first.

To call, **DIAL 36888**  
from any hospital phone.  
Give your room number and  
turn your nurse call light on.

**AULTMAN**