

PATIENT'S RIGHTS

Adena Health cares about and respects your right to determine the course of your treatment. We want you to be aware of your rights as a patient under Adena Health's policy, as well as, federal and state law.

You have the right to:

- **Access Care** - Receive care when medically necessary, no matter your age, ancestry, color, disability, gender identity or expression, national origin, race, religion, sex, gender, sexual orientation, pregnancy, veteran status or ability to pay.
- **Respect for Personal & Cultural Values** - Be treated with respect. This includes respect for religious, cultural beliefs and emotional needs.
- **Medical Treatment** - Accept or refuse medical treatment to the extent permitted by law. You have the right to participate in decisions about your care. You have the right to expect that we will do everything possible to control your pain.
- **Health Information** - Have us explain things to you in a way you can understand so that you can make informed decisions about your care. You have the right to receive clear information about risks, benefits and alternatives as well as ask questions before agreeing to treatment.
- **Confidentiality** - Confidentiality of your treatment, diagnosis, and medical records unless you give us authorization or as otherwise allowed by law. You have the right to ask us not to include you in our facility directory.
- **Testing & Procedures** - Expect us to perform any testing or medical procedures in the safest possible manner.
- **Safe Environment** - Be in a safe environment that is free from any concerns of harassment, abuse, humiliation, neglect and/or financial exploitation or retaliation. This includes assistance in accessing protective and advocacy services as needed.
- **Visitation** - Be informed (or have your support person informed) of your visitation rights and hours, including any clinical restriction or limitation on these rights. This means that you have a right to privacy and may have visitors whom you choose, including a domestic partner (including same sex domestic partner), another family member, or a friend; and you have the right to refuse to see any visitor that you designate. Ensure that all your visitors enjoy full and equal visitation privileges consistent with your preferences—whether related to you or not. This means that Adena Health will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, age, national origin, religion, sex, gender identity, sexual orientation, or disability. You have the right to have a support person or your physician notified of your admission.
- **Chaperone** - A medical chaperone during sensitive and intimate exams and to receive care in an environment that preserves your personal dignity and contributes to a positive self-image.
- **Personal Advocate** - Designate an individual to be your advocate while in the hospital and have them physically present to provide emotional support as allowed by Ohio law.
- **Restriction of Movements** - Not be restricted in your movements unless medically indicated. You have the right to expect us to follow the strictest guidelines for the use of restraints and seclusion.
- **Access Medical Records** - See, request a review of and request changes to your medical records as allowed by law and regulation. You have the right to expect that your medical records will not be released to anyone without your consent, except when required by law or a third-party payer contract.
- **Second Opinion** - Ask for the advice of another doctor if you are uncertain about your care or treatment plan at your own expense.
- **Know the Identity of Your Caregivers** - Know the name and role of those who care for you.
- **Teaching & Research** - Choose whether to take part in any educational program or research study. If you decide that you no longer want to take part in a study, you can stop at any time and it will not change your access to any care, treatment or services.
- **Transfer** - Transfer to another facility at your request or with your consent after receiving an explanation of the need for transfer and alternatives to the transfer, if the receiving facility agrees.
- **Advance Directives** - Prepare advance directives, such as Living Will or a Durable Power of Attorney for Health Care. Upon request, Adena Health can provide assistance with the completion of these documents at no cost.
- **Interpretation & Translation Services** - Receive and request medical information in your preferred language. This includes interpreter services, and vision and hearing accommodations.
- **Designation of Others to Make Care Decisions** - Designate a person to make decisions on your behalf, if you are; (i) unable to understand and/or make decisions regarding your care; (ii) you cannot communicate your wishes; or (iii) you are under the legal age of 18 and is not otherwise emancipated, by his or her parent/guardian, next of kin, or legally authorized representative.

This patient rights document, also, applies to Critical Access Hospitals (CAHs) that provide swing-bed services, ensuring care aligns with long-term care standards. It is developed in accordance with federal regulations outlined in the CMS Conditions of Participation and Appendix W, while also meeting application Ohio state and local regulatory requirements. This ensures consistent, compliant, and patient-centered care across all swing bed services. In addition to the rights listed above, patients have the right to:

- **Services and Charges** - Be informed of availability of services and all related charges, including those not covered by Medicare, Medicaid, or the facility's per diem rate. Patients may request and receive an itemized explanation of charges and information regarding reimbursement sources and any limitations on coverage and services.
- **Communication** - Communicate freely, including receiving visitors, phone calls, and mail, and have access to writing materials and assistance as needed.
- **Visitation** - Receive visitors of choice, including family, friends, and representatives. Visitation rights regardless of relationship (including same-sex partners). Right to deny or withdraw consent for any visitor at any time. Visitation is allowed 24 hours a day with immediate access to the patient by family and other relatives, subject to reasonable clinical or safety restrictions. Equal visitation privileges without discrimination.
- **Staff Lawful Fitness** - The critical access hospital reports to the state nurse aid registry or licensing authorities any knowledge it has of any actions taken by a court of law against an employee that would indicate unfitness for service as a nurse aide or other facility staff.
- **Room Changes** - Permission of the patient to move rooms between critical access hospitals, reasonable to clinical and safety restrictions.
- **Swing-Bed Specific Rights** - Care is provided consistent with long-term care standards, including:
 - Participation in activities that support physical, mental, and psychosocial well-being.
 - Maintenance or improvement of functional abilities.
 - Access to rehabilitation services as appropriate.
 - Information regarding bed-hold and readmission policies.

Adena Health does not discriminate in the provision of services to an individual (i) because the individual is unable to pay; (ii) because payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP).

If you have any question or concerns about safety or quality of care provided by Adena Health, we encourage you to talk with your doctor, nurse or the manager of the department or office where you are receiving services. If the issue is not resolved to your satisfaction, please contact our Patient Advocate at 740- 779-7364 or 1-877-779-7364 or for discrimination grievances at 740-542-3472. Please be assured that bringing your issue to our attention will not result in any form of retaliation or barrier to receiving services. You also have the right to contact the Ohio Department of Health, PCSU, 246 North High Street, Columbus, Ohio, 43215; or by telephone at 1-800-342-0553, from 8:00 am to 5:00 pm, Monday through Friday. You may also contact The Joint Commission online at <https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-event/> or by mail at the Office at Quality and Patient Safety/The Joint Commission/ One Renaissance Boulevard/Oakbrook Terrace, Illinois 60181.