

Useful Information for Patients and Guests

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Patient Rights and Responsibilities

Our procedures support your right to:

- **Access to Care** – Obtain care when medically indicated regardless of race, creed, gender, national origin, disability, religion, sexual orientation or source of payment.
- **Access to Ethics Consultation Team** – Request a consultation with this team if you and your family have questions or concerns with decisions about your care.
- **Access to Medical Records** – Request a review of your medical records.

This handout is for informational purposes only. Talk with your doctor or health care team if you have any questions about your care.

- **Access to Hospital Policies** – Be informed of Ohio State’s James Cancer Hospital and Solove Research Institute policies and procedures.
- **Advance Directives** – Execute an advance directive including a living will and health care power of attorney.
- **Age-Appropriate Care for Minors** (Neonatal, Child and Adolescent Patients) – Care and education that are appropriate to your age and development.
- **Confidentiality** – Have your medical records and discussions or decisions about your care kept confidential.
- **Continuity of Care and Discharge Instructions** – Receive discharge information from your doctor about follow-up care in writing.
- **Designate Others to Make Care Decisions** – Have a guardian, next of kin or other legally authorized responsible person make decisions on your behalf if you are not able to do so.
- **Information** – Receive clear and understandable information about your care from your doctor and other caregivers.
- **Information about Charges for Treatment** – Participate in your treatment decisions and receive information about the cost of treatment.
- **Informed Consent and Refusal** – Request information about your care and to know the risks, benefits and alternatives, except in an emergency. You may refuse treatment to the extent permitted by law.
- **Know the Identity of Your Caregiver** – Know the identity and professional status of those who care for you.
- **Pain Management** – Have your pain assessed, evaluated, treated and reassessed.
- **Participate in Decisions about Your Care** – Be involved in decisions about your care, treatment and services, including the informed consent process.
- **Privacy** – Personal privacy during the course of your treatment.
- **Protective Services** – A safe and secure environment, including assistance in accessing protective services as needed.
- **Receive Effective Communication** – Effective communication from your health care team with you and your family and visitors, as

appropriate. Occasionally, communication may be restricted due to your medical condition or at your request.

- **Receive Information about Transfers** – Receive information about being transferred to another provider of health services prior to the transfer.
- **Release of Your Records** – Expect your medical records will not be released to anyone without your consent, except when required by law or a third-party payer contract.
- **Report Concerns Regarding Care and Safety** – Voice concerns and receive assistance with complaint resolution.
- **Research and Teaching** – Choose whether or not to participate in any research study or educational program.
- **Respectful Care** – Receive care with consideration for your personal dignity that contributes to positive self-image. You have the right to be free from abuse, neglect, inappropriate use of restraint and seclusion, humiliation, financial or other exploitation and retaliation.
- **Safe and Clean Environment** – Be cared for in a safe and clean environment. You are encouraged to report concerns regarding care and safety.
- **Second Opinion** – Obtain a second opinion at your request and expense without jeopardizing your care.
- **Special Needs Assistance** – Request assistance with any special needs, these include vision and hearing impairment, communication limitations (e.g., interpretation, translation and reading assistance) and consideration of special religious or cultural practices.

Your responsibilities as a patient include:

- Giving your doctor and others who are treating you full information about your health and any changes in your condition. You and your family need to ask questions when you do not understand your treatment or what you are to do for self-care.
- Following the rules of the hospital and being considerate of the rights and property of other patients and hospital personnel.
- Telling your nurse before you leave your room or patient care area.
- Paying your bills in a timely manner.

- Following the treatment plan and telling your doctor or nurse of any concerns you have about your care so adjustments can be made. If you choose not to follow instructions, you are responsible for the outcome.

Advance Directives

You have the right to accept or refuse medical treatment. Your doctor will talk with you about your options for care. If you are unable to speak for yourself, advance directives are helpful legal documents that give you a way to make your wishes known about your health care. It is important for all adults to complete advance directives before they are faced with a serious illness or unexpected accident.

It is important to let your health care team know if you have advance directives, so they are aware of them and can honor your health care choices. When you come to the hospital or clinic, you will be asked if you have any advance directives.

In Ohio, three forms of advance directives exist:

- **Health Care Power of Attorney:** This document lets you choose someone as your agent to make all health care decisions for you when you are unable to speak for yourself.
- **Living Will:** This document lets you give written directions about your care when you are terminally ill or in a permanently unconscious state and unable to speak for yourself.
- **Do Not Resuscitate (DNR) Order:** This document says that you do not want to have CPR (cardiopulmonary resuscitation) done if your heart should stop beating.

Please talk to your doctor and family about your thoughts regarding advance directives. If you want more information or the forms needed for advance directives, call the Social Work Department at (614) 293-8427 weekdays, 8 a.m. to 5 p.m.

What if my doctor does not agree with my choice?

If your doctor is unable to honor your wishes, he or she will assist in getting another doctor to work with you. Often, disagreements about care choices can be worked out by talking about them with your doctor and family members.

If you and your family remain unsure about what is the best decision for your care, the Ethics Consultation Team is available to help. You may ask someone on your health care team to contact them or you may page the

Ethics Team by following these steps:

- Call (614) 293-7243.
- When asked for the “ID number”, enter #9333.
- You will be asked to enter a phone number where you can be reached, followed by the pound sign “#”.
- A member of the Ethics Team will call you back within a short period of time.

For more information on Advance Directives, we encourage you to visit our video library at <http://cancer.osu.edu/patientedvideos>.

Your Concern is Our Concern

If you have any concerns about your care, treatment or safety, we encourage you to first talk with a member of your health care team or the Patient Experience Office at (614) 293-8609 or toll free at (866) 993-8609.

A staff member will talk with you and help connect you with the best person to address your question or concern. Other resources for assistance include:

- The Facility Complaint Hotline at (800) 669-3534
- The Ohio Department of Health at (800) 342-0553; TDD (614) 752-6490
- The Joint Commission at (800) 994-6610
- U.S. Department of Health and Human Services, Office for Civil Rights (Region V-Ohio) (312) 886-2359; TDD (312) 353-5693
- Ohio Department of Mental Health (614) 466-2596; TDY (614) 752-9696
- Ohio Legal Rights Service (614) 466-7264 or 1-800-282-9181; TDY (614) 728-2553
- KePRO Inc. (Medicare patients with concerns regarding discharge) (216) 447-9604

Confidentiality

The confidentiality and privacy of your medical information is important to us. We take action to protect your privacy and medical information by following federal privacy regulations that are stated in the Health Insurance Portability and Accountability Act (HIPAA).

You have the right to:

- Inspect and receive a copy of your medical information.
- Request an amendment of incorrect information about you.
- Request a restriction on how we use or share your information.
- File a complaint about our privacy practices.

The Notice of Privacy Practices gives important information about your rights and our duty to protect, use and share patient health information properly. These rights do have special limitations. If you wish to receive a copy of this Notice, please contact the Patient Experience Office at (614) 293-8609 or call the Medical Center Privacy Office at (614) 293-4477.

Wash Your Hands to Prevent Infections

Washing your hands with warm water and soap for at least 15 seconds is the best way to prevent infections. You may also use an alcohol hand sanitizer that is available in all patient care areas. You can prevent the spread of infection by following these simple guidelines:

- Wash your hands often. Wash your hands before eating or after using the bathroom, blowing your nose, sneezing, coughing or handling common items such as a telephone.
- Ask your visitors to wash their hands or use the alcohol hand sanitizer when they enter or leave your room.
- If you do not see hospital staff cleaning their hands, we encourage you to ask them if they have washed their hands or used the alcohol hand sanitizer.

Managing Pain

The management of pain is a very important part of the care we provide at The James Cancer Hospital. Talk with your doctor or nurse about your pain. Pain may be caused by disease or cancer or it may result from the treatment such as surgery, radiation therapy or cancer medicines. The goal of pain control is to help you sleep and eat better, help you move around easier and be more comfortable.

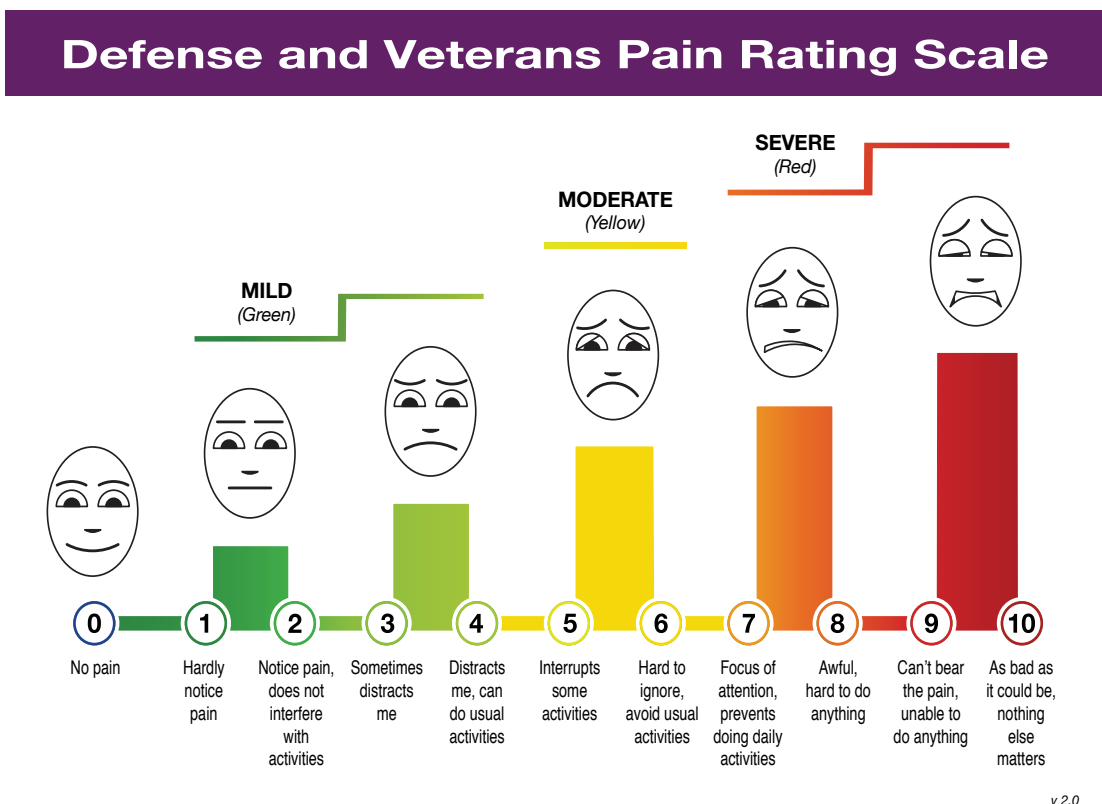
Here are questions your doctor or nurse may ask to evaluate your pain:

- Where does it hurt?
- How strong is your pain?
- How long or often does your pain happen?
- Are there other illnesses you are being treated that may cause pain?
- What has worked before to reduce your pain?
- What does your pain feel like?
- Have you taken pain medicines in the past for any reason?

We ask you to rate your pain on a scale of 0 to 10 to understand your pain and set goals for pain relief. Please use one of these scales to tell us your level of pain. Ask your doctor or nurse if you have questions about how to use these scales.

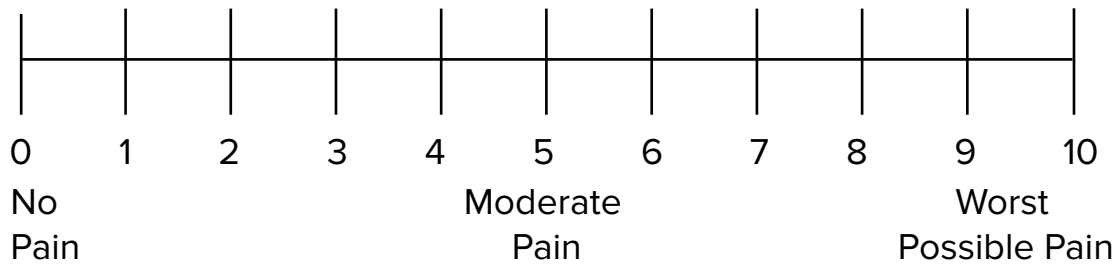
Defense and Veterans Pain Rating Scale (DVPRS)

Choose the face that shows how much pain you feel or use the number under that face to rate your pain.



v 2.0

“Zero to Ten” Scale (0 to 10) for rating pain.



May be duplicated for use in clinical practice. As appears in McCaffery M, Pasero C: Pain: Clinical manual, p.67, 1999, Mosby, Inc.

Wong-Baker FACES® Pain Rating Scale



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Patient Safety

We have put many safety checks in place to keep you safe during your hospital stay or clinic visit.

Be an active member of your health care team:

- Ask questions regarding your health, treatment options or anything else that may be of concern to you.
- Having a family member or friend with you to ask questions is helpful.
- Be sure to share all of your health information (allergies, medicines, treatments or health problems).
- You may ask for any of your test and procedure results.
- Remember the best way to prevent the spread of infections is good hand washing.

- If you are having surgery, talk with your doctor about how your procedure will be done.
- If you have questions about the medicines you are taking, talk with your doctor or nurse.
- Do not remove your identification band. If it comes off, tell your nurse so a new one can be provided.
- You can learn more about preventing falls by asking for the patient education handouts on fall prevention.

Smoking

All OSU Medical Center locations – inside and outside – are tobacco-free. We encourage you to stop using tobacco. If you would like information or help quitting tobacco use, contact:

- The Ohio State University Wexner Medical Center Tobacco Dependence Clinic (614) 293-4925
- 1-800-QUIT-NOW (1-800-784-8669) or <http://1800quitnow.cancer.gov>
- Ohio Quits website at <http://ohioquits.com>

Resources for Patients and Visitors

Here is information about some of the services available:

Customer Service – If you have a concern or want to give a compliment about your care or member of your health care team, you may call the Patient Experience Office at The James at (614) 293-8609. At University Hospital East, you may call (614) 257-3000.

Cell Phones/Electronic Equipment – Cell phones and other electronic equipment may not be used in many patient care areas for safety reasons. Please pay attention to the signs posted in the hospital and other care areas where cell phones may be used. **Cell phones must be turned off, not just placed on standby.**

Financial Counselors – For questions about billing and insurance, call (614) 293-3201.

Hope's Boutique – A specialty store for women who are dealing with cancer located at The Stefanie Spielman Comprehensive Breast Center at 1145 Olentangy River Road, Columbus, OH 43212. Call (614) 293-9393 for more information.

Useful Information for Patients and Guests

Patient and Family Resource Center – The Patient and Family Resource Center is located on the ground floor of The James near the grand staircase. The center provides a comfortable, relaxed space where visitors can find:

- Trained staff and volunteers to assist with their information requests
- Print and digital health education materials on specific types of cancer and cancer treatment
- Information on supportive services and community resources
- Computer terminals with internet access to find information online or to use for personal business
- Magazines and newspapers
- Quiet rooms for rest and respite

To make a request for health information, you may:

- Visit the center during business hours
- Call 614-366-0602
- Send an email to cancerinfo@osumc.edu.

Information is free of charge and can be delivered to your hospital room or mailed to your home address, if you are unable to visit the center.

JamesCare for Life – offers a wide range of programs to support patients, families and caregivers during and after cancer. These programs provide help with healing and recovery.

- JamesCare for Life Department: 614-293-6428
- The James Line: 614-293-5066 or 800-293-5066 (toll free)

Lodging – Many area hotels offer reduced rates for OSU Medical Center patients and their family members. Please ask for a fact sheet called “[Hotel Accommodations](#),” or call the Patient Experience Office at (614) 293-8609.

Patient Assistance Program – The Patient Assistance Program (PAP) provides medicines free or at a reduced-cost to Medical Center patients who are unable to purchase prescribed medicines. To find out more information about this program call (614) 293-0394.

You may be able to get assistance if:

- You have no insurance and are not eligible for a public health program
- You have Medicare but no prescription benefits
- You are waiting for approval of an application for public health assistance

Pharmacy – A retail pharmacy is located in Doan Hall of the Medical Center and at University Hospital East.

Social Work – Social Work services are available to assist patients and families. You may ask your doctor or nurse to contact a social worker for you or you may call their office at (614) 366-5119.

Special Needs – Resources such as TTY, closed-captioned television and interpreter services are available. Please tell your nurse if you need these services. Contact the Patient Experience Office at the James by calling (614) 293-8609 and University Hospital East by calling (614) 257-3000 if you need these services.

Vending Machines – Food and drink vending machines are available throughout the hospital and in the clinic areas.

Parking and Transportation

Main Campus – Valet Parking is available daytimes at the main campus. There is a charge for all parking at the main campus. Park n' Ride shuttle bus, can transport persons between parking garages, main campus and nearby locations.

Bus – **Check the COTA** bus schedule for bus stops locations near the hospital.