University of Toledo Medical Center is dedicated to caring for each person with respect and dignity. We consider the patient to be a partner who wants to understand and make informed decisions about their health care. We also believe the patient and their family (as desired) can participate if they know their rights and responsibilities. Guardians, legal representatives, and parents (for minors) have the same rights and responsibilities. The following summarizes these principles for you.

Patients have a right to:

- Reasonable access to treatment that is available and medically indicated regardless of age, sex, race/color, creed, origin, culture, economic or educational background, sexual orientation, disability, or sources of payment.
- Generate advance medical directives and have them followed.
- Know the names and titles of doctors and other care givers.
- Participate in the development and implementation of the plan of care.
- Complete information about their diagnosis, condition and treatment in terms they can understand. An interpreter will be available when they do not speak or understand English.
- Considerate care that respects culture, values and beliefs.
- Freedom from restraint that is not medically necessary.
- Know the reasons for any limits to visitors, phone calls, mail, or other communications.
- Make or have a representative make informed decisions about care. This includes risks, side effects, and outcomes expected.
- Request a change of provider or second opinion if desired.
- Information about continuing health care needs along with information about resources available.
- Be as comfortable as possible (especially at the end of life) and to make decisions regarding life-sustaining treatment.
- Care is available to meet physical, mental, spiritual and emotional needs.
- Request an Ethics Consult if having difficulty making health care decisions. Do this by calling the hospital operator (0) or (419) 383-4000 and ask for the ethicist on call.
- Information about billed services and cost of care. Assistance shall be provided to apply for financial aide as needed.
- Appropriate assessment and satisfactory management of pain (includes options to manage pain).
- Personal privacy. Permission must be obtained before sharing medical record information with anyone not involved with treatment and care.
• Receive care in a safe environment.
• Refuse treatment (as permitted by law) and to be informed of the possible consequences of this action.
• Consent or refuse to participate in experimental treatment/research.
• Access protective services when needed.
• Voice concerns about your care or service.

Patients have a responsibility to:
• Provide advance medical directives to the hospital/doctor.
• Act in a considerate and cooperative manner and respect the rights and property of others.
• Keep scheduled appointments or cancel them in advance.
• Provide accurate and complete information regarding health history along with insurance and third party payer information.
• Follow medical instructions and discuss changes or concerns about ability to comply.
• Notify the provider of care regarding any changes in condition and ask questions if they do not understand information about their care.
• Accept the consequences of actions if they refuse treatment or do not follow instructions.
• Keep personal belongings and valuables in a safe place.
• Satisfy financial obligations for health care services provided.
• Follow the rules and regulations of the health care facility.
• Express concerns about their care.

Signature: ______________________ Date: ________________

Print Name: ___________________________