As a patient of Cleveland Clinic, you have the right...

- To have your personal dignity respected.
- To receive information you can understand.
- To be involved in decisions that affect your care, services, or treatment.
- To receive care regardless of your race, creed, color, national origin, gender, age, sexual orientation, disability, or manner of payment.
- To understand your diagnosis, condition and treatment.
- To make informed decisions about your care.
- To knowledgeably refuse any treatment.
- To say “yes” or “no” to experimental treatments and to be advised when a physician is considering you to be part of a medical research program or donor program. All medical research goes through a special process required by law that reviews protections for patients involved in research, including privacy. We will not involve you in any medical research without going through this special process, which almost always requires getting your informed consent. You may refuse or withdraw at any time without consequence to your care.
- To be free from all forms of abuse or harassment.
- To make advance directives and have them followed.
- To have your family or a representative you choose be informed of your hospital admission.
- To have pain assessed and managed appropriately.
- To know that restraints will be used only when necessary.
➢ To know the rules regulating your care and conduct.
➢ To know the names and professional titles of your caregivers.
➢ To know that Cleveland Clinic is a teaching hospital, and that some of your caregivers may be in training.
➢ To ask your caregivers if they are in training.
➢ To ask for a change of provider or a second opinion.
➢ To enjoy personal privacy and a safe environment.
➢ To receive a reasonably prompt response to your request for services.
➢ To express concerns, complaints, and or a grievance to hospital personnel or the Ombudsman's office. Should you continue to remain concerned after contacting the Ombudsman office, you may contact the Joint Commission’s Office of Quality Monitoring by either calling 1-800-994-6610 or emailing complaint@jcaho.org.
➢ To file a complaint with the Ohio Department of Health at 1-800-669-3534.
➢ To see your medical records and request amendment to as allowed by law.
➢ To have your bill explained and receive information about charges that you may be responsible for.
➢ To be told what you need to know about your health condition after hospital discharge or office visit.
➢ To have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
➢ To have access to pastoral and other spiritual services.
➢ To request a listing of disclosures about your health care, and to be able to access and amend it as allowed by law.
➢ To be involved in resolving issues involving your own care, treatment and services.
➢ To legally appoint someone else to make decisions for you if you should become unable to do so, and have that person approve or refuse care, treatment, and services.
➢ To have your family involved in care, treatment and service decisions, as allowed by law.
➢ To access protective and advocacy services.
➢ To be informed of potential unanticipated outcomes related to sentinel events.

As a patient of The Cleveland Clinic, it is your responsibility...

➢ To give us complete and accurate information about your health, including your previous medical history, and all the medications you are taking.
➢ To follow our instructions and advice, and realize that you must accept the consequences if you refuse.
➢ To let us know if you don’t understand the information we give you about your condition or treatment.
➢ To inform us of changes in your condition or symptoms, including pain.
➢ To be considerate and cooperative.
➢ To respect the rights and property of others.
➢ To follow our rules and regulations.

➢ To keep your scheduled appointments, or let us know if you are unable to make them.

➢ To pay your bills or make arrangements to meet the financial obligations arising from your health care.