

Patient Rights

As a patient at Central Peninsula Hospital, you have the right to:

- * Access competent medical care regardless of your race, sex, faith, nationality, religion, handicap or source of payment,
- * Considerate, respectful care which reflects your personal values and belief system,
- * Know the name and the title of individuals involved in your care,
- * Information about what is wrong with you, the treatment for the condition and the possible results,
- * Request consultation(s),
- * Confidentiality of your medical records,
- * Be involved in decisions about your care,
- * Refuse care and be informed about the medical outcome(s) that may result,
- * Understand the charges on your bill,
- * Personal privacy,
- * To receive visitors designated by you, including but not limited to, a spouse, a domestic partner (including same sex domestic partner), another family member, or a friend,
- * Develop Advance Directives, which include a Living Will and a Durable Power of Attorney,
- * Reasonable safety, insofar as the hospital practices and environment are concerned,
- * Effective pain relief --- or to refuse it,
- * To an interpreter, if needed,
- * Voice complaints regarding the care received and to have your complaints reviewed and addressed by CPH Patient Advocacy @ 907-714-4779 or patientadvocacy@cpgh.org, and
- * If you feel your concern has not been adequately addressed, you may contact:
AK Health Facilities Licensing & Certification Dept: 4501 Business Park Blvd, Ste 24, Building L, Anchorage, AK 99503 - phone # 1-888-387-9387 or **The Joint Commission** at 1-800-994-6610, or **QIO: KEPRO Toll-free Phone: 888-305-6759, TTY: 855-843-4776**
Local Phone: 216-447-9604, Toll-free Fax: 844-878-7921,
Web: www.keproqio.com
Mailing Address: 5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131

Patient Responsibilities

- * To provide, to the best of your ability, truthful and complete information about your condition,
- * To follow treatment plan suggested by health care provider(s),
- * To report any unexpected changes in your condition to your health care provider(s),
- * To ask for an explanation when you do not understand what is happening to you,
- * To be responsible for actions if treatment is refused or you do not follow the treatment plan,
- * To promptly pay your hospital bill,
- * To follow hospital rules and regulations affecting patient care and conduct, and
- * To be thoughtful and respectful of the rights and property of others, including those who work at CPH.