



PATIENT RIGHTS AND RESPONSIBILITIES

Updated: March 2023

At Columbus Speech & Hearing (CSH), we are committed to providing a culture of safety by providing a safe environment in which each client and patient entrusted to our care is treated with dignity, respect and compassion. Likewise, Columbus Speech & Hearing expects appropriate, respectful and responsible behavior from clients, patients and their families. If you have any questions about these rights and responsibilities, please contact the Director of Clinical Services at (614) 263-5151, Option 1. If you would like a copy of any patient policy, please contact a member of our front office team.

We support your right to:

- **Access Medical Records**—You have the right to see, request a review of and request changes to your medical records as allowed by law and regulations. Please call:
 - (614) 263-5151, Option 1 (Speech)
 - (614) 263-5151, Option 2 (Audiology)

Confidentiality—You have the right to confidentiality with your medical records and any discussions and decisions about your care.

Continuity of Care and Discharge Information—You have the right to receive written discharge information from your SLP or audiologist.

Disclosure—You and your guardian or other legally authorized person have the right to receive open, honest, prompt and easy-to-understand communication from your clinician about your condition and treatment, including any unexpected outcomes related to serious medical events in accordance with HIPAA privacy laws and the Patient Information and Disclosure and Apology policies. For more information about HIPAA, visit [hhs.gov/hipaa/index.html](https://www.hhs.gov/hipaa/index.html).

Effective Communication—You, your family and visitors have the right to experience effective communication from your clinician.

Information—You have the right to receive information about your outcomes of treatment and services from your health care team in a way that is appropriate for your age, language and ability to understand so that you can take part in current and future health care decisions.

Information About Charges for Treatment—You have the right to take part in your treatment decisions and to receive information about the cost of treatment.

Interpretation and Translation Service—You have the right to receive and request medical information in your preferred language. This includes interpreter services and vision and hearing accommodations.

Know the Identity of Your Clinician—You have the right to know the name and role of those who provide treatment for you.

Participate in Decisions About Your Care—You and your family have the right to be involved in decisions about your treatment and services provided, including the informed consent process.

Privacy—You have the right to personal privacy during your appointment.

Privacy of Pictures—You have the right to expect that pictures, recordings or other images taken by staff that contain any patient identifiers or facial information will be treated as protected health information and will not be released to anyone without your consent, except when required by law or a third-party payer contract.

Protective Services—You have the right to a safe and secure environment, including assistance in accessing protective and advocacy services as needed.

Release of Medical Records—You have the right to expect that your medical records will not be released to anyone without your consent, except when required by law, when required by a third-party payer contract or for continuity of care with your primary care provider.

Report Concerns Regarding Care and Safety—You have the right to voice concerns and receive assistance to submit complaints to Columbus Speech & Hearing without being pressured or subject to discrimination, reprisal or unreasonable interruption of care.

Respect for Cultural and Personal Values—You have the right to expect an understanding of your cultural values, beliefs and preferences, including respect for religious, spiritual and cultural practices/services, as allowed by law.

Respectful Care—You have the right to be free and protected from abuse, neglect, inappropriate use of restraint and seclusion, humiliation, financial or other exploitation and retaliation.

Safe and Clean Environment—You have the right to expect to be cared for in a safe and clean environment. You have the right to report concerns regarding your care and safety.

YOUR RESPONSIBILITIES:

You and your visitors must be considerate to all members of the Columbus Speech & Hearing team, fellow clients, patients and visitors. Be thoughtful about your language, behavior and conduct. Abusive or disrespectful behavior, such as threats, violence, disrespectful communication or harassment of other clients, patients or any CSH staff member, will not be tolerated. Behavior that threatens the culture of safety and respect can result in removal from the facility, dismissal from providers and a referral to law enforcement.

Understand that Columbus Speech & Hearing is an equal opportunity employer that respects and supports an individual's age, ancestry, color, disability, gender identity or expression, genetic information, HIV/AIDS status, military status, national origin, race, religion, sex, gender, sexual orientation, pregnancy, veteran status and ability to pay. Staff and their work environment shall be free from all forms of discrimination and harassment. We reserve the right to assign a competent caregiver with skills that match the patient's clinical needs. For care that is in process (e.g., during an appointment/session), requests for changes of a clinician based on that provider's race, ethnicity, religion, sexual orientation or gender identity will not be honored, unless for extenuating circumstances that are not based on bias. In situations where the patient's request for a different provider is not accommodated because of bias, CSH staff will assist the client/patient in locating treatment in other facilities.

Be respectful of facility property and the property of others.

Be mindful of noise levels and privacy.

Out of respect for others, clients, patients and visitors are not permitted to video/audio record or take photos of other clients, patients or CSH staff without their permission.

Give full information about your health and any changes in your condition to your clinician.

Follow your treatment plan and tell your clinician if you have any concerns so that changes can be made if needed. If you choose not to follow your care instructions, you will be responsible for the outcome.

You and your family are encouraged to ask questions if you do not understand the information about your treatment or what to do for your care. You and your family are also encouraged to ask questions about patient safety procedures (e.g., "Have you washed your hands?").

Columbus Speech & Hearing is a tobacco-free environment. Smoking or the use of other tobacco products is

prohibited anywhere on CSH properties.

Columbus Speech & Hearing supports and maintains a drug-free environment for the health and safety of the health care team, patients and visitors. The use of illegal or street drugs, including marijuana (even if obtained/used for medical purposes), is prohibited at CSH facilities. Speech and audiology services will not be provided for clients/patients who are under the influence of drugs or alcohol.

Copays and payments are due at the time of service. Outstanding balances must be paid in a timely manner. Financial counseling can be made available upon request.

I have received a copy of Columbus Speech & Hearing's Patient Rights and Responsibilities.

Client/Patient Printed Name: _____ Date: _____

Client/Patient/Parent/Guardian Signature: _____