



## **Patient Bill of Rights**

We at Atrium OB/GYN Inc. view health care as a partnership between you and your caregivers. We respect your rights, values, and dignity. We also ask that you recognize the responsibilities that come with being a patient, both for your own well-being as well as for that of your fellow patients and caregivers. Please read and exercise these rights and responsibilities as outlined here. Should you or your designated guardian, advocate, or representative feel at any time that your rights as a patient of Atrium OB/GYN Inc. have been violated, please contact our Executive Director Lee Ann Thorn at 330-649-4214 or our Clinical Director, Stephanie Hawkins at 330-649-4303.

### **Patient Rights:**

- You have the right to expect safe, high quality medical care without discrimination that is compassionate and respects personal dignity, values and beliefs.
- You have the right to expect to participate and make decisions about your care and pain management, including refusing care to the extent permitted by law. Your provider will explain the medical consequences of refusing recommended treatment.
- You have the right to expect to have your illness, treatment, pain, alternatives, and outcomes be explained in a manner you can understand. You have the right to translation/interpretation services if needed.
- You have the right to know the name and role of your care providers. At your request, you have the right to a second opinion.
- You have the right to know the policies that affect your care and treatment.
- You have the right to request a family member, friend, and/or healthcare provider to be notified that you are under care at Atrium OB/GYN, Inc.
- You have the right to know the policies that affect your healthcare treatment.
- You have the right to private and confidential treatments, communications, and medical records to the extent permitted by law.

- You have the right to receive information concerning your directives (living will, health care power of attorney, or mental health advance directives) and to have your advance directives respected to the extent permitted by law.
- You have the right to be informed of changes and receive counseling on the availability of known financial resources for health care.
- You have the right to access advocacy or protective service agencies and a right to be free from abuse.
- You have the right to change providers if another qualified provider is available.
- You and your family have the right to have your compliments, concerns, and complaints addressed. Sharing your concerns and complaints will not compromise your access to care, treatment, and services. Please call Lee Ann Thorn at 330-649-4214 or Stephanie Hawkins at 330-649-4303.
- You have the right to file a grievance with Medicare ombudsman within sixty (60) days from the date of the event that led to the complaint at <https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>
- You may file a complaint or concern with The Accreditation Association of Ambulatory Health Care (AAAHC) at <https://www.aaahc.org/contact-us/>
- Atrium OB/GYN Inc. is located at 4151 Holiday Street N. W. Canton, Ohio 44718. We can be reached at 330-492-8001.

#### **Patient Responsibilities:**

- You are responsible for providing as much information as possible about your health, medical history, and insurance benefits.
- You are responsible for providing complete and accurate information to the best of your ability and about your health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- You are responsible for asking the provider when you do not understand medical words or instructions about your plan of care. You are responsible for following your plan of care. If you are unable/unwilling to follow the plan of care, you are responsible for telling your provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcomes of not following your plan of care.

- You are responsible for the following Atrium OB/GYN Inc. rules and regulations.
- You are responsible for acting in a manner that is respectful of other patients, staff and facility property.
- You are responsible for meeting your financial obligation to the facility.

**Atrium OB-GYN is a private medical practice owned by the following individuals:**

- Breeze M. Goodrich, M.D.
- James R. Wilson, M.D.
- Sara L. Lemin, M.D.
- Peter E. DiGiacomo, D.O
- Craig S. O'Dear, M.D.