



Columbus Oncology & Hematology

Serving Ohio Since 1987

Jasonway Cancer Center
810 Jasonway Ave.
Columbus, Ohio 43214-4359

Phone: (614) 442-3130
Fax: (614) 442-3145

Dublin Cancer Center
6700 Perimeter Drive
Dublin, Ohio 43016-8063

Westerville Cancer Center
300 Polaris Pkwy, Suite 330
Westerville, Ohio 43082-7813

Notice of Patient Rights

At Columbus Oncology & Hematology, we respect you as an individual with unique healthcare needs. We want you to know about your rights as a patient, as well as what your responsibilities are to yourself, your health care team and to other patients.

Every Patient has the Right to Expect:

1. Care that is respectful, high-quality, considerate and dignified.

- Expect quality treatment. This is our commitment to your safety and ongoing care.
- Your age, race, color, national origin, ethnicity, religion, culture/cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity/expression will not impact your care.

2. Information that is understandable and complete, including treatment and care outcomes.

- You will be told about your condition including the proposed treatment, other treatment options and the benefits and risks of each option.
- The outcome of your care, including expected and unexpected outcomes, will be shared with you or your designated representative(s).
- You will be informed of any research, educational, or training activities that may be part of your treatment. You can choose to participate or not to participate in these activities.

3. Participation in decisions about treatments, benefits, risks and options.

- You may decide whether you wish to be treated and by which method of treatment. You can refuse a diagnostic procedure or treatment. If you refuse a treatment, you will be informed of the impact this decision will have on your health.
- You may request, prior to treatment, a reasonable estimate of charges for your care.
- If you are unable to make decisions about your care, Columbus Oncology & Hematology will extend these same rights to your designated representative(s).

4. Prompt response to requests and needs.

- Should you need a service not provided by Columbus Oncology & Hematology, you have the right to be assisted in transferring to another facility that can provide the needed service.
- You have the right to examine your bill and have it explained to you.

5. To be heard if problems, complaints, or grievances arise.

- Columbus Oncology & Hematology values open discussion. If you share a complaint or concern, it will not negatively change your care in any way.
- You have the right to make complaints or grievances regarding the quality of care or service you receive. If you have a concern, please do not hesitate to inform the Columbus Oncology & Hematology staff.
- Ask to speak with Patient Advocacy at Columbus Oncology & Hematology if you feel your concern was not addressed well enough. Our goal is to address complaints at the time of complaint and grievances within 7 business days.

Financial Interest Disclosure - You have the right to choose the provider of your healthcare. Columbus Oncology & Hematology is owned by the physicians. As such, the physician(s) furnishing your health care service(s) at Columbus Oncology & Hematology may have a financial and ownership interest. You have the right to be treated by another provider or facility of your choice.