



## 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.*