

To help prevent
health care errors,
patients are
urged to...

SpeakUPSM

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right healthcare professionals. Don't assume anything.

Educate yourself about your diagnosis, the medical test you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

Use a clinic, surgery center, hospital, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by JCAHO.

Participate in all decisions about your treatment. You are the center of the health care team.



PATIENT RIGHTS AND RESPONSIBILITIES

CHESAPEAKE FAMILY MEDICAL CENTER
717 THIRD AVE.
CHESAPEAKE, OH 45619
740-867-6687

IRONTON FAMILY MEDICAL CENTER
304 NORTH 2ND STREET
IRONTON, OH 45638
740-532-2282

KEMP FAMILY MEDICAL CENTER
223 CARLTON DAVIDSON LANE
COAL GROVE, OH 45638
740-532-3048

SOUTH POINT FAMILY MEDICAL CENTER
55 TOWNSHIP ROAD 508E
SOUTH POINT, OH 45680
740-377-2712

SATURDAY & EVENING HOURS
AVAILABLE
FOR DETAILS CALL THE OFFICE NEAREST YOU

PATIENT RIGHTS

The CAO Family Medical Centers adopts and affirms as departmental policy the following rights of patients who receive care from our directly operated or contracted agencies.

1. Every patient shall have the right to considerate and respectful care.
2. Every patient can obtain from the person responsible for your health care complete and current information concerning your diagnosis, treatment, and expected outlook in terms you can reasonably be expected to understand. When it is not medically advisable to give such information to you, the information shall be made available to an appropriate person in your behalf.
3. Every patient shall have the right to know by name and specialty the staff member primarily responsible for the coordination of his/her care.
4. Every patient shall receive information necessary to give informed consent prior to the start of any procedure and/or treatment, except for emergency situations. This information shall include as a minimum an explanation of the specific procedure or treatment itself, its value and significant risks, and an explanation of other possible treatment methods, if any.
5. Every patient shall have the right to refuse treatment and to be informed of the medical or other consequences of your action.
6. Every patient shall have the right to every consideration of his or her privacy and individuality as it relates to his or her social, religious, and psychological well being.
7. Every patient shall have the right to respectfulness and privacy as it relates to his or her case discussion, consultations, examinations and treatment because these are confidential and should be conducted discreetly.
8. Every patient shall have the right to the identity, upon request, of all health care personnel and health care institutions authorized to assist in your treatment.
9. Every patient, upon request, shall have the right to examine and receive an itemized explanation of your bill, regardless of source of payment.
10. Every patient shall have the right to know the facility's rules and regulations that apply to your conduct as a patient.
11. Every patient shall receive consideration and treatment without discrimination on the grounds of race, color, national origin, disability, age (40 years or more), sex (including sexual harassment/orientation), veteran status, religion, and/or ability to pay.
12. Every patient shall have the right to expect reasonable continuity of care.
13. Every patient shall have the right to a review if any of the above rights have been violated. Notification of a complaint shall be given to the designated responsible staff person of the agency.
14. Every patient has the right to have your complaint of pain be acknowledged, assessed and addressed in a way that supports your personal, cultural, spiritual and ethnic beliefs.
15. Every patient has the right to information about pain and pain relief measures.
16. Every patient has the right to a health care team who will work with you to establish a plan of pain management that will maximize your ability to carry out your daily activities.
17. Every patient has the right to have that plan reviewed and modified as necessary.

PATIENT RESPONSIBILITIES

The CAO Family Medical Centers adopts and affirms as departmental policy the following as patient responsibilities. In order to provide the best possible care, we ask our beneficiaries to be aware of the following:

1. Every patient has the responsibility to keep all appointments made. If you must cancel an appointment, give at least 24 hours notice (if possible) in order that someone else may use that time slot.
2. Every patient has the responsibility to give 5 to 7 days notice for all medication refills.
3. Every patient has the responsibility to bring in all medications in their proper container to every visit.
4. Every patient has the responsibility to be considerate of the right of other patients and health care personnel and to assist in the control of noise and conduct of children in their care. The patient is responsible for being respectful of the property of other persons and the facility.
5. Every patient is responsible to let medical staff know if instructions, medication dosage and possible side effects are not understood.
6. Every patient has the responsibility to notify medical staff of any allergies or reactions to medications.
7. Every patient has the responsibility to notify the front office staff of any name, address, phone, insurance and income changes.
8. Every patient has the responsibility to have a parent or guardian present for the treatment of underage children.
9. Every patient has the responsibility to provide income documentation on initial visit and yearly thereafter in order to qualify for Sliding Fee Scale or as income changes.
10. Every patient has the responsibility to present any insurance information upon request of front office personnel.
11. Every patient has the responsibility to pay all charges billed to you.
12. Every patient has the responsibility to follow all medically appropriate orders and prescriptions.
13. Every patient has the responsibility to report your pain when it first begins and to help your health care team to assess that pain.
14. Every patient has the responsibility to be an active participant in goal setting and to be compliant with the established plan of care.
15. Every patient has the responsibility to report the success or failure of the pain management plan.
16. Every patient has the responsibility to inform the health care team of any questions or worries you may have about taking pain medicines.

OUR MISSION

The mission of the Ironton-Lawrence County CAO's Family Medical Center is to be the premier provider of high quality primary health care in Lawrence County, and throughout the Tri-State area.

OUR VISION

Our vision is to continually improve our delivery of comprehensive, accessible, high quality, affordable primary health care. We wish to take a leadership role in measurably improving the health status of our community.

OUR VALUES

Quality	Sensitivity
Advocacy	Teamwork
Preventive Care	Affordability
Dignity	Honesty
Respect	Equality
Responsiveness	
Financial Responsibility	
Performance Improvement	
Community Involvement	

EQUAL OPPORTUNITY OFFICE

Ohio Department of Health
246 North High Street
P.O. Box 118
Columbus, Ohio 43266-0118

- or -

Department of Health and Human Services
Office for Civil Rights
105 W. Adams Street, 16th Floor
Chicago, Illinois 60603

CAO's Family Medical Centers has been accredited by the...



JOINT COMMISSION
ON ACCREDITATION OF HEALTHCARE ORGANIZATIONS

Every Patient, Every Time

After Hours Phone Number

606-920-9000