

3701-83-07 Patient care policies.

- (A) The HCF shall develop and follow comprehensive and effective patient care policies that include the following requirements:
- (1) Each patient shall be treated with consideration, respect, and full recognition of dignity and individuality, including privacy in treatment and personal care needs;
 - (2) Each patient shall be allowed to refuse or withdraw consent for treatment;
 - (3) Each patient shall have access to his or her medical record, unless access is specifically restricted by the attending physician for medical reasons;
 - (4) Each patient's medical and financial records shall be kept in confidence; and
 - (5) Each patient shall receive, if requested, a detailed explanation of facility charges including an itemized bill for services received.
- (B) The HCF shall inform each patient of the following:
- (1) The HCF's policy on advance directives and do-not-resuscitate (DNR) orders; and
 - (2) The name of the attending physician or individual supervising the patient's care and the manner in which that individual may be contacted.
- (C) The HCF shall implement a patient satisfaction survey program.

Effective: 07/01/2016

Five Year Review (FYR) Dates: 02/16/2016 and 02/15/2021

CERTIFIED ELECTRONICALLY

Certification

04/22/2016

Date

Promulgated Under: 119.03
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