



Oneida Health's primary objective is to create the safest possible environment for the provision of care.

Everyone has a role in making health care safe – providers, nurses, and technicians, other health care workers, healthcare executives as well as patients. Health Care facilities across the country are working to keep healthcare safety their highest priority.

You, as a patient, can also play a vital role in making your care safe by becoming an **active, involved** and **informed** member of your healthcare team.

The Joint Commission sponsors a program called SpeakUp that urges patients to get involved in their care in an effort to increase patient awareness.

SpeakUp suggests that you ask about your diagnosis and care if you have questions or concerns; you educate yourself about your diagnosis and the plan of care and treatment in the hospital; you know what medications you take and why you take them; and you participate in all decisions about treatment.

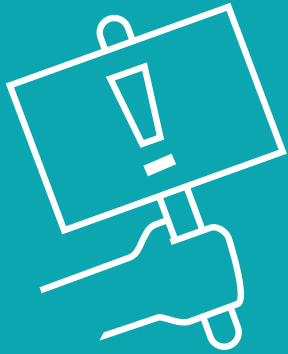
SpeakUp is an adjunct to the State of New York program, "Your Rights as a Hospital Patient."

If you have concerns about patient safety at Oneida Health that have not been addressed, you should contact hospital administration at 315 361-2300.

If your concerns cannot be resolved after addressing them with the hospital, you can contact The Joint Commission, Office of Quality and Patient Safety, One Renaissance Blvd., Oakbrook Terrace, IL 60181, or via e-mail at [CustomerService@jointcommission.org](mailto:CustomerService@jointcommission.org), or by phone at 800-994-6610. Fax number is 630-792-5636.

ONEIDA HEALTH, 321 GENESEE ST., ONEIDA, NY 13421-2611 EXTENDED CARE FACILITY, 323 GENESEE ST., ONEIDA, NY 13421-2691

# Speak Up™ For Your Rights



## As a patient, you have the right to ...

- Be informed about your care.
- Make decisions about your care.
- Refuse care.
- Know the names of your caregivers.
- Be treated with courtesy and respect.
- Be listened to by your caregivers.
- Have an interpreter.
- Receive information in a way that meets your needs, such as if you have impaired vision.
- Religious or spiritual services.
- Copies of your test results and medical records.
- Have a patient advocate with you during your care.
- Privacy of your health information.
- Ask that pictures or videos taken of you be used only to identify you or assist in your care.
- Care that is free from discrimination.



## Be active in your care ...

- Ask questions.
- Pay attention to instructions from your caregivers.
- Inform caregivers about your medicines, supplements and allergies.
- Share your wishes about life-saving actions, such as being put on a ventilator.



## Your advocate can help ...

- Get information and ask questions when you cannot.
- Ask for help if you are not getting the care you need.
- Make care decisions when you cannot (so long as he or she is a legal guardian, a health care power of attorney, or has some other legal permission).



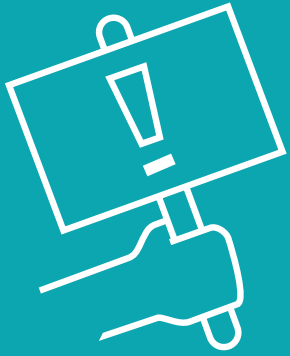
## If you think something is wrong ...

- Ask to speak to a patient representative.
- Work with the facility or health system to address the issue.
- File a complaint with the state agency that licenses or certifies the facility.
- Report a patient safety event to The Joint Commission.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

*Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.*

# Speak Up™ Defienda sus derechos



## Como paciente, tiene derecho a lo siguiente:

- Ser informado acerca de su atención.
- Tomar decisiones sobre su atención.
- Rechazar la atención.
- Conocer los nombres de sus cuidadores.
- Recibir un trato cordial y respetuoso.
- Ser escuchado por sus cuidadores.
- Tener un intérprete.
- Recibir información de una forma que satisfaga sus necesidades, por ejemplo, si tiene problemas de visión.
- Recibir servicios religiosos o espirituales.
- Recibir copias de los resultados de sus exámenes y su historia clínica.
- Contar con un intercesor de pacientes durante su atención.
- La privacidad de su información médica.
- Solicitar que las fotografías o los videos de usted solo se utilicen para identificarlo o asistirlo durante su atención.
- Recibir atención sin discriminación.



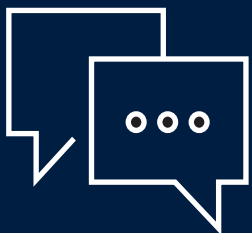
## Manténgase activo durante su atención:

- Haga preguntas.
- Preste atención a las instrucciones de sus cuidadores.
- Informe a los cuidadores sobre sus medicamentos, suplementos y alergias.
- Comparta sus preferencias sobre procedimientos para salvarle la vida, como conectarlo a un respirador mecánico.



## Su intercesor puede ayudarle a lo siguiente:

- Obtener información y hacer preguntas cuando usted no pueda.
- Pedir ayuda en caso de que no esté recibiendo la atención que necesita.
- Tomar decisiones sobre la atención cuando usted no pueda hacerlo (siempre y cuando sea un tutor legal, tenga un poder notarial sobre atención médica o tenga algún otro permiso legal).



## Si cree que algo no es correcto:

- Solicite hablar con un representante de pacientes.
- Trabaje en conjunto con el centro médico o el sistema de salud para solucionar el problema.
- Presente una queja ante la agencia estatal que otorga licencias o certifica el centro médico.
- Informe sobre un evento de seguridad del paciente a The Joint Commission.

El objetivo de Speak Up™ es ayudar a los pacientes y a sus intercesores a volverse activos en su cuidado.

Los documentos de Speak Up™ están destinados al público y escritos en un formato simplificado (es decir, fácil de leer) para llegar a una audiencia más amplia. No pretenden ser análisis exhaustivos de interpretación de normas u otros requisitos de acreditación, ni representar prácticas clínicas basadas en pruebas o guías de práctica clínica. Por lo tanto, se debe utilizar el contenido de los documentos de Speak Up™ cuidadosamente. Los documentos de Speak Up™ están disponibles para todas las organizaciones de atención médica; sin embargo, su utilización no indica que una organización esté acreditada por The Joint Commission.