

Patient's Rights

As a patient, you have a right to

- Receive care regardless of age, race, national origin, culture, disability, sex, gender identity, sexual orientation, and socioeconomic status.
- Receive care in a safe setting free from abuse and/or harassment.
- Receive clear and complete information about your care.
- Request and refuse care.
- Have pain assessed and treated in a proper manner.

Surveys

After a medical appointment, you may receive a follow up survey to share your experience. It is important to take the post-appointment surveys because:

- Surveys offer insight into the patient experience.
- Surveys keep care providers accountable.
- Surveys can help hospitals provide quality care and help patients receive that quality care.

Have a Concern or Question about Your Care?

Cleveland Clinic

- Email: ombudsman@ccf.org
- Phone: **Main Campus** 216-444-2544, ext. 42544, **Euclid Hospital** 216-692-7888, **Fairview Hospital** 216-492-4424, **Lutheran Hospital** 216-363-2360, **Marymount Hospital** 216-587-8888, **South Pointe** 216-491-6299

MetroHealth

- Email: patientrelations@metrohealth.org
- Phone: 216-778-5800

Neighborhood Family Practice

- Patient Grievance Form: <https://nfpmedcenter.jotform.com/222635719727161>

Northeast Ohio Neighborhood (NEON) Health Services

- Phone: 216-231-7700 ext. 1028

University Hospitals

- Email: UHCPatientCareAdvocate@UHhospitals.org
- Phone: 440-922-6294

The Joint Commission *does not accept emailed or faxed submissions

- Website: <https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>