

PORTAGE COUNTY COMBINED GENERAL HEALTH DISTRICT



Portage County Administration Building
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Ravenna, Ohio 44266
DuWayne O. Porter, M.P.H., R.S.
Health Commissioner

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February 4, 2011

Nursing Division Nursing Programs

Service Pledge to Our Patients

The Portage County Health Department Nursing Division hereby adopts the following service pledge to its patients:

You can expect Portage County Health Department Nursing Division staff to:

- Treat you with respect, dignity, courtesy, and fairness whatever your age, sex, race, religion, nationality, ethnic origin, sexual orientation, or service needs.
- Provide services that are sensitive to your needs based on cultural considerations and physical abilities.
- Attempt to give you answers that you can understand to questions about the services and policies of the Portage County Health Department Nursing Division.
- Show you your bills and records if you want to see them.
- Attempt to explain your service, treatment, or health status in terms you can understand.
- Keep all facts about your service or health care private unless permission to release is given by you or mandated by law.
- Make you aware of what information we are required by law to report about you.
- Hear your suggestions about Portage County Health Department Nursing Division services.
- Accept your written or verbal complaints and act on valid grievances within a reasonable time.

DuWayne O. Porter MPH

DuWayne O. Porter, MPH, RS
Health Commissioner

02/04/11
Date

Daniel J. Raub, D.O.

Daniel J. Raub, DO, MA, FACOFP
Medical Director

2/4/11
Date

Rosemary Ferraro WBSN

Rosemary Ferraro, RN, BSN
Director of Nursing

2-4-11
Date