Patient Advocacy Program

The doctor and patient are desirous of entering into and/or maintaining a positive patient/patient relationship that focuses on quality patient care and open lines of communication. The parties to this agreement shall agree to pursue a good faith effort to resolve any problems that may arise between them. As a part of entering into the physician/patient relationship, the patient agrees to submit, in writing, to the MaternOhio Mediation Program, any dispute, controversy and/or disagreement arising out of or relating to the physician/patient relationship and the agreement to provide medical services.

1. After the matter has been presented in writing to the MaternOhio Mediation Program, the parties shall use negotiation in an attempt to reach a voluntary resolution of their differences.
2. If the dispute, controversy or disagreement is not resolved in a reasonable time, then the matter shall be submitted to mediation in accordance with the MaternOhio Mediation Program Rules of Procedure.

Mediation is a process in which a neutral third party helps the doctor and the patient discuss the issues that have risen between them, with the ultimate goal of resolving those issues. Either party is entitled to seek legal representation at any time, but MaternOhio wishes to provide the patient with this opportunity to settle any problems that may have risen without the need to incur additional costs and fees.

These Mediation Rules of Procedure provide in part that:

- The patient is not required to reach a resolution in mediation
- The mediator (or co-mediators) will be a neutral third party, who is trained in mediation
- All mediation sessions are considered confidential, as defined in Ohio Revised code 2317.023
- The costs of mediation will be paid by MaternOhio
- The date, time and place of any mediation sessions session shall be scheduled by the mediator in consultation with the parties
- The use of mediation does not preclude either party from pursuing any other remedies that may be available to them
- Any agreements reached by the parties shall be in writing and signed by both parties
- Parties considering mediation should remember by signing this agreement, they agree to make a good faith effort at mediation before pursuing litigation. Mediation is not a substitute for legal advice. Parties should consult with their legal counsel for any questions regarding legal rights.

It is the goal of MaternOhio Management, Inc. that all physicians and patients engage in a cooperative approach to ensure quality healthcare and that any conflicts that may arise between them will be resolved in the same cooperative style through mediation.

_____

Patient Date

_____

Witness Date