

Patient Rights & Responsibilities

You have the right to be treated with respect.

Our staff will offer you:

- dignity and concern.
- respect for your culture and religious beliefs and consider them with regard to medical treatment whenever possible.
- personal privacy during the course of your care.

You have the right to receive quality health care.

Your treatment will:

- meet high standards.
- be up-to-date with current medical practice.
- be safe and appropriate to your needs.

You have the right to confidentiality.

You can:

- trust that your medical information will be kept confidential and safe, including verbal, written or electronic communication.
- request restrictions on the use of your health information (with certain exceptions).
- expect that only the information necessary for your care, safety, diagnosis, treatment and payment for services will be communicated to others.
- make a request to amend your medical and personal information.
- have all medical information about your care held in strictest confidence as explained in the Notice of Privacy.
- have access, by written request, to any medical information contained in your medical record.
- know who has had access to your medical records (within rules noted in the Notice of Privacy).
- file a complaint if you feel your private medical information has been shared in violation of confidentiality rules.

You have the right to be included in your own care.

You will:

- know the names and roles of those individuals providing your care.
- be part of decisions about your care.
- have information about your diagnosis and different options for treatment.
- know the probable outcome of your treatment.
- be able to request or refuse treatment.
- be included in your discharge planning.
- request a second opinion if you have concerns or doubts about decisions for your treatment.
- be free from any form of restraint—physical or chemical (drug)—that restricts normal movement or inhibits mental function, unless ordered by a doctor to prevent injury to yourself or others.
- know the benefits and risks of any research project you choose to be involved in.
- have access to interpretation services if you are hearing impaired or do not speak English, so you can understand and participate in your care.

You have the responsibility to...

- be accurate and complete, as much as possible, in giving your medical history.
- carry identification with you.
- notify your caregivers if your health changes.
- ask questions and take part in your health care decisions, including pain management.
- let us know if you don't understand any part of your treatment.
- notify your nurse if you have any concerns about your safety.
- treat staff and other patients with respect.
- regard other patients' medical information as confidential.

You have the right to have your pain managed.

Your nurse will:

- provide you with information about pain and pain relief measures.
- demonstrate commitment to preventing pain.
- respond quickly to your reports of pain.
- use state-of-the-art pain management techniques.

You have the right to choose who will make health care decisions for you.

You may:

- prepare Advance Directives and have your Directives followed.
- appoint someone to make decisions in your behalf if you are unable.
- have a family member or someone of your choice be notified promptly of your admission to the hospital and to have your own physician notified as well.
- be given help with special needs such as guardianship or protective services.

Please Note:

Providence Holy Family Hospital will not participate in any aspect of physician-assisted suicide including, but not limited to, the provision of information intended to promote physician-assisted suicide; patient assessment for the purpose of eligibility, prescribing, procuring, providing or administering a lethal prescription; or presence when the medication is ingested. Patients who choose to exercise their rights under the Washington Death with Dignity Act will not be excluded from the full range of services provided by Providence Holy Family.

You have the right to voice complaints or grievances about your care or concerns either verbally or in writing and to have prompt follow up. You may report your complaint or grievance by asking to speak to the charge nurse or unit manager or contact any of the listed leadership staff below. Your nurse will help you if necessary.

Contacts:

- the manager or director of the unit where you are being treated
- a member of the Ethics Committee (through the unit manager)
- the Administration at 482-2450
- the Public Relations department at 482-2356
- the patient representative at 482-2245
- the house supervisor who may be reached by dialing "0" after hours
- the Risk Management department at 482-2592

You may also voice a complaint with the Washington State Department of Health at 1-800-633-6828 or The Joint Commission at www.theJointCommission.org or at 1-800-994-6610, in addition to (or instead of) voicing the complaint with the hospital.