You or Your designee have the right to:

Respectful and Safe Care
- Be given considerate, respectful, and compassionate care.
- Have a family member/friend and your doctor notified when you are admitted to the hospital.
- Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical, or sexual).
- Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- Be free from restraints and seclusion unless needed for safety.
- Know the names and jobs of the people who care for you.
- Know when students, residents or other trainees are involved in your care.
- Have your culture and personal values, beliefs and wishes respected.
- Have access to spiritual services.
- Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language, or ability to pay.
- Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.
- Receive information about hospital and physician charges.
- Ask for an estimate of hospital charges before care is provided.

Effective Communication and Participation in Your Care
- Get information during your visit in a way you can understand. This includes communication assistance, such as sign language and foreign language interpreters, as well as vision, speech and hearing assistance provided free of charge.
- Get information from your doctor/provider about:
  - your diagnosis
  - your test results
  - possible outcomes of care and unanticipated outcomes of care

End of Life Decisions
- Create or change an advance directive (also known as a living will or durable power of attorney for health care).
- Have your organ donation wishes known and honored, if possible.

Informed Consent
- Give permission (informed consent) before any non-emergency care is provided, including:
  - risks and benefits of your treatment
  - alternatives to that treatment
  - risks and benefits of those alternatives
- Agree or refuse to be part of a research study without affecting your care.
- Agree or refuse to allow pictures for purposes other than your care.

Privacy and Confidentiality
- Have privacy and confidential treatment and communication about your care.
- Be given a copy of the HIPAA Notice of Privacy Practices, which includes information on how to access your medical record.
Complaints and Grievances

- Complain and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, nurse manager or a department manager.
- You may also contact patient relations at 1-844-729-4088.
- If your issue is not resolved to your satisfaction, other external groups you may contact include:

  - **Hospital’s Quality Improvement Organization (QIO)** for coverage decisions or to appeal a premature discharge:
    Qualis/BFCC-QIO
    P.O. BOX 33400
    Seattle, WA 98133
    1-800-949-7536

  - **State Agency:**
    Washington State Department of Health
    Health Systems Quality Assurance
    Complaint Intake
    PO Box 47857
    Olympia, WA 98504-7857
    Email: hsgacomplaintintake@doh.wa.gov
    Phone: 1-800-633-6828

  - **Accreditation Agency:**
    DNV-GL Healthcare
    Attn: Hospital Complaint DNV GL Healthcare Inc.
    400 Techne Center Drive, Suite 100
    Milford, OH 45150-2792
    Phone: (866) 523-6842
    https://www.dnvglhealthcare.com/complaint

  - To address discrimination concerns, you may also file a civil rights complaint with the U.S. Department of Health and Human Services:
    Office for Civil Rights
    200 Independence Ave., SW
    Room 509F, HHH Building
    Washington, DC 20201
    1-800-368-1019, 1-800-537-7697 (TDD)
    OCRMail@hhs.gov
    Complaint forms are available at: http://www.hhs.gov/ocr/office/file/index.html

You have the responsibility to:

- Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
- Call if you cannot keep your appointment.
- Be respectful of your hospital team, from the doctors, nurses and technicians to the people who deliver your meals and the cleaning crews.
- Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy, and number of visitors.
- Give us a copy of your advance directive.
- Ask questions if there is anything you do not understand.
- Report unexpected changes in your health.
- Follow hospital Policy and Procedures as directed.
- Take responsibility for the consequences of refusing care or not following instructions.
- Leave valuables at home.
- Keep all information about hospital staff or other patients private.
- Do not take pictures, videos, or recordings without permission from hospital staff.
- Assure that the financial obligations of hospital care are fulfilled as promptly as possible.

Lake Chelan Health
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