

Lake Chelan Health

Patient Rights and Responsibilities



To promote patient safety, we encourage you to speak openly with your health care team, be well informed, and take part in care decisions and treatment choices. Join us as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.

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.
- Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.
- Involve your family in decisions about care.
- Ask questions and get a timely response to your questions or requests.
- Have your pain managed.
- Refuse care.
- Have someone with you for emotional support, unless that person interferes with your or others' rights, safety, or health.
- Ask for a chaperone to be with you during exams, tests or procedures.
- Choose your support person and visitors and change your mind about who may visit.
- Select someone to make health care decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person).

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.

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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 the Executive Director of Quality, Safety & Risk Management, Compliance Officer at 509-682-3300 Extension 8900.
- If your issue is not resolved to your satisfaction, other external groups you may contact include:

Call the Compliance Hotline at 888-866-6321

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: hsqa.complaintintake@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.dnvhealthcareportal.com/patient-complaint-report.COM>
- 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.

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