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Owner: Theresa Amihere Bervell
Policy Area: Compliance
References: Nondiscrimination Policy, PROV-ICP-729
Applicability: WA - Providence Regional MC Everett
 WA - NWR Providence Medical Group

Patient Rights and Responsibilities Procedure

Scope

This procedure provides the local ministry with additional specifics in support of the system-led policy entitled [Patient Rights and Responsibilities](#).

These procedures apply to all caregivers of the Providence Northwest Washington Region including: caregivers, medical staff members, contracted service providers, and volunteers. It also applies to all vendors, representatives, and any other individuals providing services to or on behalf of Providence Northwest Washington Region. All of these groups will be referenced in this policy as "caregivers and representatives."

Purpose

Process for assuring that patients are informed of their rights and responsibilities.

Definitions

- Admitting representative: anyone who registers or activates an account upon the patient's arrival to NWR.
- Bedded patients: Includes in-patients, ambulatory surgery and observation patients.
- Outpatient Service: Includes series encounters such as Imaging, Breast Center, Children's Center, Radiation Oncology etc.
- Patient Handbook: Brochure 39493 "Helpful Information for Patients and Families" which includes a description of Patients Rights and Responsibilities, as well as information on how to make a complaint or file a grievance.

Procedure

In keeping with its Mission and Vision, Providence Northwest Washington Region provides care, treatment, and services in a way that respects and fosters patient's dignity, autonomy, positive self-regard, civil rights, and involvement in their care. It is the policy of Providence to honor the diverse cultures, beliefs, and practices of our patients. Patient rights brochures and posters will be consistent with federal, state, WA Department of Health, The Joint Commission and Center for Medicare and Medicaid (CMS) standards related to patient rights. The document [Comparison of Patient Rights Policy to Requirements](#) is a summary of how NWR complies with WAC 246-320-141, CMS Guidelines and The Joint Commission standards related to patient

rights.

Process

What Happens	Who's Responsible
<p>Informing patients of their rights.</p> <ol style="list-style-type: none">1. Patient Rights signs are posted in all primary facility entrances, as well as entrances to offsite NWR services within clinics and pharmacies.2. Every NWR patient will receive a patient handbook the first time s/he registers as a NWR patient.3. For Outpatient Service including series encounters, patients will receive a patient handbook for all initial visits and at least annually thereafter.4. The patient handbook will be available to any patient upon request during subsequent visits.	<ul style="list-style-type: none">• Admitting and Check In area representatives including clinical units direct admits give this patient handbook at the time of registration or check in and document in EPIC on the document screen by typing the date that handbook is given to the patient under "date received".
<p>Educating staff and providers about patient rights.</p> <p>All Caregivers and providers are educated regarding their unique role in supporting patient's rights and responsibilities.</p>	<ul style="list-style-type: none">• Human Resources representatives distribute the Code of Conduct during the New Caregiver orientation process.• New Employee Orientation agenda includes Integrity, Compliance, and Confidentiality presentations.• Department Managers provide ongoing departmental education on patients right's related topics pertinent to their staff. (For example, Pain Management, Communication Aids, Restraints)• Medical Staff receive the Code of Conduct during each credentialing cycle.
<p>Complaint and grievance process.</p> <ol style="list-style-type: none">1. Signage explaining how a patient can file a complaint internally, to DOH, to The Joint Commission and to Office of Civil Rights is posted at all primary facility entrances, in the Emergency Department and in all Financial Counseling offices.2. Patient Safety reviews all patient grievances. Patient Safety and staff receive patient grievances directly from the patient/family or other external sources. Patient Safety will communicate and provide necessary support to the unit manager for completion	<ul style="list-style-type: none">• Patient Safety• Involved managers

of follow up investigation, patient correspondence and resolution. See related policy "[Patient Complaint and Grievance Policy](#)"

Patient Rights and Responsibilities: Providence wants to ensure that both patients and Caregivers have a clear understanding of patients' rights and responsibilities. **The following rights and responsibilities appear in the brochure "Helpful Information for Patients and Families":**

As a patient at Providence Northwest Washington Region, you have the following rights:

- To be treated with courtesy, dignity and respect by all staff.
- To privacy during discussions about your care, exams and treatments.
- To have someone you choose and your care provider informed promptly that you have been admitted.
- To take part in your care and solving problems.
- To have your personal, cultural and spiritual values and beliefs supported when making a decision about treatment.
- To an interpreter or translator if English is not your primary language.
- To communication aids if you are deaf, hard of hearing, have trouble seeing, have trouble understanding or have a speech problem. We will communicate in a way that meets your needs.
- To have any person you choose be with you
- To supportive care and comfort, including pain management.
- To make informed decisions about your care, either by you or your representative.
- To refuse any procedure, drug or treatment and be informed of possible results of your decision. If you are asked to take part in a research study, you may refuse. It will not affect your medical care in any way.
- To involve family members, significant others or a legal designee in your care decisions.
- To receive care in a safe setting.
- To take part in planning for when you leave the hospital and learn about the care you will need.
- To be free of restraints unless they become necessary to protect you, patients or others from immediate harm and will be discontinued as soon as your behavior no longer poses a safety threat.
- To protection from abuse and neglect.
- To access protective services.
- To have your advance directives or living will honored if you are unable to make decisions about your care. If you have an advanced directive, your wishes such as not receiving life sustaining treatments, will be honored. For more details, ask for the booklet *Your Life, Your Decisions* at any registration desk.
- To end-of-life care.
- To donate organs and other tissues.
- To be told about unexpected outcomes of care, treatment and services.
- To have all communications and records related to your care kept confidential.
- To have access to your medical records, request amendments to your records and obtain information about disclosures of your health information, in accordance with applicable law.
- To be able to receive your medical records in a reasonable period of time.
- To receive accurate information about your bill and receive an explanation of the charges regardless of how you pay for your care
- To receive information about our policies, rules or regulations applicable to your care
- To no discrimination against you or your visitors based on race, color, religion, sex, age, national origin, sexual orientation, disability, source of payment and other factors in admission, treatment or participation in Providence's programs, services, activities and visitation.
- To use service animals in public areas of the hospital.

- To talk about any complaints about your care without fear of getting poor treatment. To have your concerns reviewed in a timely manner and, when possible, resolved in a timely manner, call our Patient Feedback Hotline at 425-261-3927 ☎☎☎☎☎☎ or by write to the Providence Northwest Washington Region.

Patients also have the right at any time, whether or not they file a grievance with the Medical Center:

- to file a grievance with the Washington State Department of Health by calling 1-800-633-6828 ☎☎☎☎, or by writing to them at: PO Box 47857, Olympia, WA 98504.
- The patient or their representative may file a grievance about **suspected discrimination** by contacting: Providence's Civil Right Coordinator at 1-844-469-1775 ☎☎☎☎, interpreter line 1-888-311-9127 ☎☎☎☎, or emailing Nondiscrimination.WA@providence.org, or mailing Civil Rights Coordinator, 101 W. 8th Avenue, Spokane, WA 99204. Locally, any member of the Compliance department may be contacted, including Theresa Bervell at 425-261-4538 ☎☎☎☎ or Lisa George at 425-261-3929 ☎☎☎☎.
- To contact The Joint Commission's Office of Quality Monitoring to report any concerns or register complaints by either calling 1-800-994-6610 ☎☎☎☎ or www.jointcommission.org.
- For Medicare patients to request that the Medical Center refer their grievance to an outside review organization.

Patients have the following responsibilities:

- To be as accurate and complete as possible when providing medical history and treatment information.
- To provide written medical advance directives or a living will, if they have one, to the Medical Center, their physician, and their family.
- To participate in decisions concerning their health care.
- To consider their physicians advice regarding their health care needs.
- To inform their physician or nurse if they have questions or concerns regarding their treatment.
- To discuss pain expectations and relief options with caregivers, and assist in the measuring and reporting of pain.
- To abide by Providence Northwest Washington Region policies.
- To be considerate of Providence Northwest Washington Region Caregivers and other patients and their privacy.
- To examine their bill and ask questions regarding charges or methods of payment.
- To be responsible for providing appropriate information for insurance claims and, when necessary, for working with Medical Center Caregivers to make payment arrangements.

Reference Document

[Patient Rights and Responsibilities Policy](#)

Referenced Documents

Reference Type	Title	Notes
Documents referenced by this document		
Referenced Documents	Comparison of Patient Rights Policy to Requirements	
Applicable Documents	Do Not Resuscitate/ No Code/	

Applicable Documents								
Referenced Documents	Patient Complaint and Grievance Policy							
Referenced Documents	Patient Rights and Responsibilities	Patient Rights and Responsibilities						
Applicable Documents								
Referenced Documents	Patient Rights and Responsibilities Policy	Patient Rights and Responsibilities						
Referenced Documents	www.jointcommission.org							
Documents which reference this document								
Applicable Documents	Comparison of Patient Rights Policy to Requirements							
Applicable Documents	Communicating with Limited English Proficiency Patients							
Referenced Documents	Patient Rights and Responsibilities Policy							
Lucidoc_Number: AD4000								
Attachments:		No Attachments						
Approval Signatures								
<table border="1"> <thead> <tr> <th>Approver</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Lisa George: Sr Dir Quality Med Staff Svcs</td> <td>09/2017</td> </tr> <tr> <td>Theresa Amihere Bervell: Compliance Privacy Mgr Nwr</td> <td>08/2017</td> </tr> </tbody> </table>			Approver	Date	Lisa George: Sr Dir Quality Med Staff Svcs	09/2017	Theresa Amihere Bervell: Compliance Privacy Mgr Nwr	08/2017
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