

Patient Rights and Responsibilities

You, as a patient, have the right to:

- Help plan your care.
- Get the care you need no matter what race you are, where you came from or how you will pay your bill.
- Be treated well and to have your beliefs respected, within the limits of the law.
- Have your questions answered, within the law. If St. Luke's can't give you the care you need, you have a right to be sent to another caregiver and St. Luke's will tell you why you are being sent somewhere else.
- Be free of any abuse, neglect, financial (or other) exploitation, retaliation, humiliation or harassment from those who are giving you care.
- Be free from any restraint that is not needed for your care.
- Refuse to talk with or see anyone that is not giving you care.
- Wear personal clothing and religious or other items as long as they do not get in the way of your care.
- Be talked to and cared for in private.
- Expect that people not caring for you will not be in the room without your permission during treatment.
- Expect that all information and records of your care will be private and confidential.
- Know the names and jobs of all the people caring for you, and to know the name of each of your doctors.
- Be told about any research during your treatment. You have the right to say that you do not want to be in a research project.
- Have research guidelines and ethics followed, if you are involved in a research project.
- Say that you do not want to get care and to be told what will happen if you don't have the care. If you say that you don't want the care, you need to notify your doctor and the St. Luke's staff.
- Take part in making your pain less.
- We can provide assistance if you or your companion have difficulty understanding, hearing, reading, or seeing. Interpreters and communication aids are some of the services available. Please discuss your language or communication needs with us.
- Have family or significant others participate in your rehabilitation care.
- Have St. Luke's tell your family and doctor when you arrive at and leave St. Luke's.
- Give an "advance directive" that St. Luke's will follow when you are in the hospital.
- Be told about the hospital bill when you ask, and be told ahead of time if your insurance company will no longer pay the bill. Read or get copies of your medical record when you ask. For more information contact the Health Information Department at 509-473-6028.
- Have access to information pertinent to you in sufficient time to facilitate your decision making.
- Give informed consent, or refusal, or expression of your choice regarding service delivery, release of information, concurrent services and composition of the service delivery team.
- Be given information about the results of your care, including why the results were not what you expected.
- Have access or referral to legal entities for appropriate representation, self-help support services and advocacy support services.
- Receive care in a safe environment.
- Receive pastoral care or other spiritual services.
- Receive communication and be told if there are limits to communication that are necessary for your care and safety.

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- Access protective services, if needed.
- Have your family give input regarding care decisions.
- Request no resuscitation or life-sustaining treatment.
- Choice of post-acute care (PAC) providers and assistance with discharge planning.
- Receive end-of-life care and have your end-of-life care decisions respected and arrangements made to provide care at the most appropriate facility, based on your request.
- Donate organs or other tissues, as directed by you or your family or surrogate decision-makers.
- Have your cultural needs respected that may be distinct from your health care.
- Give an explanation about certain “health information” about you, if you feel it is wrong or incomplete.
- Request an “accounting of disclosures” of information about you that St. Luke’s has given to others, except if the information was given out for treatment, payment or health care operations.
- Request to limit some of the information about you that we use or disclose about you for treatment, payment or health care operations. We are not required to agree to a restriction that you may ask for.
- Ask, in writing, that private contacts with you about medical matters be made in a certain way or at a certain location/address.
- Receive a paper copy of the Inland Northwest Health Services “Notice of Privacy Practices”.
- Have an investigation and resolution of an alleged infringement of your rights.
- Make a complaint about your care without fear that you will not receive the care that you need or be denied care. You may contact the hospital Administrator at (509) 473-6298. You may also contact the Washington Department of Health toll free at 1-(509)-568-3086 or Child Protective Services at (509)363-3333 or 1-800-562- 5624 or Adult Protective Services 1-800-459-0421 (TTY) 509-568-3086. You have a right to a timely response to your concerns. Concerns about care, call WA State Compliance Hotline: 1-800-633-6828

You, in turn, have the responsibility to:

- Give information about your health to your doctor and others who give you care.
- Tell your caregivers of any changes in your health and to ask for more information if you do not understand the care that is being given to you.
- Follow the treatment plan and to tell us your concerns about your care. If you have any needs that are important to you, you need to tell your caregivers about those needs.
- Tell your caregivers if you are unhappy with your care, and to know you don’t need to fear that telling us that you are not happy will change the way that we care for you.
- Follow rules about patient care and conduct.
- Respect other patients, employees and volunteers.
- Tell us about things that may affect your safety.
- Help hospital staff to not make errors in your care.

I acknowledge that I have received my copy of my Rights and Responsibilities as a patient.

Signature (Patient or Authorized Representative
and Relationship to Patient)

Date

Staff Witness Signature/ Interpreter

Date