

Patient Rights and Responsibilities

We believe that, as a patient, you have a right to:

1. Know the names and duties of all staff caring for you.
2. Understandable and complete information about your condition and care. This includes clear explanations of procedures, tests, or treatments before you consent to them. It also includes information about risks, alternatives, effects and approximate cost.
3. Reasonable informed participation in decisions involving your plan of care, including pain management.
4. Appropriate assessment and management of your pain.
5. Privacy, consideration, and respect in the discussion and performance of your care.
6. Confidential handling of all records.
7. Obtain another medical opinion or change physicians.
8. Refuse treatment or leave the hospital, even if this is against medical advice.
9. Complete explanation of the need for transfer to another facility, and the alternatives to such a transfer.
10. Formulate an Advance Directive to Physicians, and to have hospital staff and practitioners comply with these directives to the extent permitted by law and hospital policy.
11. Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
12. Receive care in a safe setting, and to be free from all forms of abuse and harassment.

As a patient, you have the responsibility to:

1. Actively participate in decisions regarding your health care.
2. Be as accurate and complete as possible when providing information about your medical history.
3. Ask for clarification about any aspect of your care that you do not understand.
4. Follow your physician's orders and instructions.
5. Accept the consequences or outcomes when care, treatment and service plans are not followed.
6. Notify your physician or nurse if you notice any change in your health.
7. Demonstrate consideration for other patients, staff, and hospital policies.
8. Inform us if you have any concerns about your care.
9. Meet the financial agreements you have agreed to.

Your right to privacy is respected at The Regional Hospital. If you do not wish your name and general condition to be released to callers, please let your nurse know. All other information will automatically be withheld unless you indicate otherwise.

Ethics Consultation

The Ethics Team/Committee is available to any care provider, patient, and patient's family or loved ones to assist when an ethical concern arises in care. Your physician, primary nurse, or other care provider can help you contact this service.

If you have any questions about these rights and responsibilities, your caregiver will be happy to talk to you.

Filing a concern or complaint will in no way compromise your care. The person most appropriate to address your concern will provide you with a written or verbal response.

Please bring any concerns you may have to the attention of the nurse or social worker.

To file a grievance, contact:

Director of Patient Care Services
The Regional Hospital for Respiratory and Complex Care
12844 Military Road South
Tukwila, WA 98168
(206) 248-4545

If concerns cannot be resolved by the hospital, the individual is encouraged to contact the JCAHCO:

Office of Quality Monitoring
Joint Commission on Accreditation of Health Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
or
call (800) 994-6610
or
email the complaint to complaint@jcaho.org

To file a grievance with the State of Washington, contact:

Department of Health Facilities and Services Licensing
Intake and Investigations Complaints
PO Box 47852
Olympia, WA 98504-7852
(800) 633-6828