

# Patient Rights and Responsibilities

Regardless of the patient's age, race, ethnicity, national origin, gender identity or expression, sexual orientation, religion, culture, physical or mental disability, financial status or condition (including the terminally ill or dying), limited English, visual, hearing or learning impaired:

## THE PATIENT HAS THE RIGHT TO:

- ...receive medical care, treatment and services.
- ...know their diagnosis, what will be done, unanticipated outcomes and the outcome of the care and services, including the name of the health care provider.
- ...considerate, and respectful environment for care, treatment and services.
- ...treated and cared for with dignity and respect.
- ...participate in all of his/her care, treatment and services, including the right to make informed decisions regarding care and participating in the care planning, treatment and plan for discharge.
- ...participate in making decisions about his/her medical care, treatment and services including conflict resolution and withholding or withdrawing life support and include family/others as requested by patient.
- ...to have his/her own physician notified.
- ...receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment.
- ...refuse treatment and to be informed of the medical consequences of his/her refusal.
- ...treatment or services within the hospital's capacity, mission, law and regulations. When the hospital cannot provide the care, treatment and services requested, the patient has the right to be fully informed of the alternatives.
- ...effective communication pertaining to their care, treatment and services in a manner in which they understand. This includes notification of a family member or representative of choice.
- ...be free from restraints of any form that are not medically necessary.
- ...beneficiary notices of non-coverage and right to appeal premature discharge and Medicare Outpatient Observation Notice (MOON) when applicable.
- ...to appropriate assessment and education in the effective management of pain.
- ...formulate advance directives (inpatients and outpatients), and to have hospital staff implement and comply with their advance directive.
- ...expect that care, treatment and services, including End of Life Care, will be provided even if an Advance Directive does not exist.
- ...donate organs and other tissues with input from the Medical Staff and direction by family or surrogate decision makers according to RCW 68.50.500 and 68.50.560.
- ...interpreter services for those who speak limited English and/or are sensory impaired.
- ...be given information and/or access to appropriate social services agencies.
- ...receive pastoral services when requested.
- ...have his or her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- ...an environment free of abuse, harassment, neglect or exploitation.

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**Mason Health**

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Visiting Hours: 8:00 a.m. to 8:30 p.m.

# Patient Rights and Responsibilities

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## **THE PATIENT HAS THE RIGHT TO:**

- ...be protected from verbal, mental, physical and sexual abuse and neglect and have access to protective services.
- ...be advised if the hospital participates in the use of experimental drugs or therapies.
- ...know which hospital policies apply to them.
- ...personal privacy and security for those belongings for which we take responsibility.
- ...review the information contained in the medical record and have access to information when requested.
- ...expect that all communications and records pertaining to his/her care, treatment and services should be treated as confidential.
- ...obtain information regarding the hospital's relationship to other health care providers.
- ...receive effective communication in a manner in which they understand if any of these rights are restricted.
- ...visitor and/or support persons for inpatients and outpatients per the Visitor Guidelines.
- ...examine and receive an explanation of his/her medical bill regardless of the source of payment.  
For all billing concerns contact Patient Accounts by calling (360) 427-3601.
- ...freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment and services.
- ...access the complaint mechanism immediately, contact the House Supervisor by dialing "0" for the operator to direct your call. For less urgent situations, please contact the Executive Assistant at (360) 427-9551 or by putting your concerns in writing.
- ...timely complaint resolution.
- ...contact the State of Washington Department of Health if she/he has any concerns or complaints at 1(800) 633-6828.

## **ADDITIONAL RIGHTS OF INVOLUNTARY PATIENTS**

- ...the right to individualized care and adequate treatment.
- ...the right to discuss treatment plans and decisions with professional persons (e.g. nurse, physician, physician assistant, psychiatric advanced registered nurse practitioner or other "professional person" qualified to provide services).
- ...the right to access treatment by spiritual means through prayer in accordance with the tenets and practices of a church or religious denomination *in addition to medical treatment*.
- ...every person receives all the rights set out and retains all rights not otherwise denied.
- ...no person is presumed incompetent as a result of receiving evaluation and treatment.
- ...every person is given a reasonable choice of an available physician, physician assistant, psychiatric advanced registered nurse practitioner, or other "professional person" qualified to provide services, unless they receive services under Single Bed Certification (SBC), in which case those rules and regulations govern.

## **PATIENT RESPONSIBILITIES**

It is the patient's responsibility to:

- ...provide accurate and complete medical and personal information.
- ...follow the treatment plan recommended by his/her physician and accept the consequences of not following the treatment plan.
- ...ask your nurse or physician what is occurring, if you do not understand.
- ...assure that the financial obligations (making sure the bill is paid) for his/her health care, treatment and services are fulfilled promptly as possible.
- ...show respect and give consideration to other patients and hospital personnel.
- ...assist in the control of noise, and the number of personal visitors.
- ...observe the hospital's non-smoking policy.