



# Patient Rights and Responsibilities

## Administration

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## PURPOSE

Patient care outcomes are influenced by the degree to which the rights of each patient are communicated, understood and respected during each patient encounter with the organization. The purpose of this policy is to ensure patient rights are effectively communicated, understood, and respected for each patient during each visit. To ensure an ongoing relationship of public trust and respect, this policy aligns with the professional and ethical standards governing the rights of patients in the state of Washington.

For the purpose of this policy, organization is defined as the hospitals inpatient and outpatient service areas, Urgent Care and Emergency Department.

## POLICY

- I. The employees of Kittitas Valley Healthcare (KVH) are accountable to espouse the professional standards, ethics and the laws governing patient rights in Washington State.
- II. At the time of registration, each patient will receive written notification of their rights and responsibilities while under the care and treatment of KVH.
- III. Documentation of the patient's receipt of their written rights and responsibilities will be entered electronically on the *visit maintenance field* of Paragon Registration.
- IV. Registration staff will use scripted communication with each patient to ensure patient understanding of their rights, and to direct them to their care provider regarding any subsequent questions arising throughout their visit.

### Patient Rights

- The right to be cared for with dignity and respect and to treatment that is available and medically indicated regardless of race, creed, color, sex, sexual orientation, gender identity, national origin, religion, age, marital status, disability, source of payment or ability to pay.
- The right to spiritual care and to have your personal, cultural and spiritual values and beliefs supported when making a decision about treatment.
- The right to access to an interpreter or communication aid if you do not speak English, English is your second language, or you are deaf, hard of hearing or have speech disabilities.
- The right to receive safe patient care in a safe environment, and freedom from abuse or neglect.
- The right to immediate access to protective services.
- The right to personal and informational privacy and confidentiality to the extent authorized by them, the courts or the law.
- The right to be informed of and agree or disagree to, and participate in, the development and implementation of your plan of care, including the right to a support person to provide input in your plan of care decisions.
- The right to refuse care or treatment including the resolution of problems regarding their care decisions; and the right to leave the hospital and be informed of the expected consequences of such decision.

- The right to be informed of unanticipated outcomes of care, treatment and services. The right to be informed of experimental or research based treatments and the right to refuse such treatment.
- The right to verbal and/or written complaint resolution, without fear of retribution, denial, or alteration in safe quality care and service; and the right to complaint resolution in a timely and responsive manner.
- The right to formulate an Advance Directive (including Mental Health Advance Directives); such as a *Physician Order for Life Sustaining Treatment (POLST)* form, *Living Will* or *Durable Power of Attorney for Health Care*, and to have caregivers follow your wishes regarding your end of life care.
- The right to request no resuscitation or life-saving treatment.
- The right to information regarding birth control, termination of pregnancy and any other care or treatment related to reproductive health and to make an individual, informed decision regarding treatment for reproductive health issues without discrimination.
- The right to organ and tissue donation options with the input from your physician(s) and, when indicated, under the direction of family or surrogate decision maker's.
- The right to examine and receive an explanation of the patient's hospital/clinic bill, regardless of payment source.
- The right to receive or restrict visitors as you choose, unless visitors could compromise your treatment plan or clinical condition. These visitors may include, but are not limited to, a spouse, a state-registered or non-state registered domestic partner, other family members or friends regardless of their race, color, national origin, religion, sex, sexual orientation, gender identity or disability.
- The right to be informed of the reason for any restrictions or limitation on visitors, should visitors need to be restricted.
- The right to have a support person for making decisions on your behalf regarding your receipt of visitors, or visitor restrictions should your become incapacitated. The support person does not need to be an authorized surrogate decision maker or provide documentation of patient representation by a legal document unless there is a conflict between two visitors or there is a dispute as to who the patient support person is.

### **Patient Responsibility**

- Provide accurate and complete information about present illnesses, past complaints, hospitalizations, medications and other matters relating to their health.
- Promptly report changes in their condition to their nurse and/or the physician.
- Follow their collaboratively agreed upon plan of care.
- Comply with hospital policies designed to ensure the safety of patients, staff and visitors.
- Understand their acceptance of responsibility for their actions if they choose to refuse medically recommended treatment or instructions.
- Ensure their financial obligation to the organization and medical providers is fulfilled as required under hospital policy.
- Respect and protect to the extent of their ability the property, materials and equipment of other persons and that of the organization.
- Be considerate of the rights of other patients and hospital personnel by actively participating, to the extent they are able, in controlling personal visitor noise, smoking, lights, telephone, television, and radio to avoid disturbing others or violating organizational policy.
- Adhere to and respect organizational rules and regulations affecting patient care and conduct.

### **Related Documents/Forms:**

**KVH Visiting Policy: Last Revision same date as this one**

**Legal & Other Authority: 42 CFR 482.13(h); 42 CFR 485.635 (f); RCW 7.70.065; RCW 26.60.070; WAC 246-320-141; RCW 9.02.160**

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