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 Owner: Lisa Dodson: Director of Revenue Cycle  
 Department: Compliance  
 Distribution:

## Patient Rights and Responsibilities, 8610-P-1.1

### POLICY:

Samaritan Healthcare supports the following Patient's Rights, and is in compliance with the federal HIPAA guidelines. The Patient Rights guidelines and the designated "Samaritan Healthcare must" are required state guidelines. The remainder of the document includes federal guidelines and/or recommendations of the Washington State Department of Health.

### PURPOSE:

As a patient, you have the right to:

- Be treated and cared for with dignity and respect. Please contact our Customer Service Department at (509) 765-5606, ext. 9609, or the Washington State Department of Health (Toll-Free) at 1-800-633-6828, if you feel your rights are not respected;
- Confidentiality, privacy, security, complaint resolution, spiritual care and communication. If communication restrictions are necessary for patient care and safety, Samaritan Healthcare must document and explain the restrictions to the patient and family;
- Be protected from abuse and neglect;
- Access protective services;
- Complain about your care and treatment without fear of retribution or denial of care;
- Timely complaint resolution;
- Be involved in all aspects of care, including:
  - a. refusing care and treatment; and
  - b. resolving problems with care decisions;
- Be informed of unanticipated outcomes according to RCW 70.41.380;
- Be informed and agree to your care;
- Family input in care decisions;
- Have advance directives and for the hospital to respect and follow those directives;
- Request no resuscitation or life-sustaining treatment;
- End-of-life care;
- Donate organs and other tissues according to RCW 68.50.500 and 68.50.560 including:
  - a. medical staff input; and
  - b. direction by family or surrogate decision makers;

**As a patient, you have the responsibility to:**

- To provide the hospital with information about past illnesses, hospitalizations, medications, and other matters relating to your health, to the best of your ability;
- To cooperate with all hospital personnel involved in your care and treatment and to actively participate, as much as possible, in decisions regarding your care;
- To follow your physician's advice and instructions and not take any drugs which have not been prescribed by your attending physician and administered by hospital personnel;
- To assume full responsibility to pay for all services rendered by the hospital, either through third-party payers (your insurance company) or through your own financial resources.

**Samaritan Healthcare must:**

- Provide each patient a written statement of patient rights;
- Follow policies and procedures to identify patients who are potential organ and tissue donors;
- Address research, investigation and clinical trials, including:
  - a. how to authorize research;
  - b. require staff to follow informed consent laws; and
  - c. not hindering a patient's access to care if a patient refuses to participate;
- Be in compliance with the federal HIPAA privacy rules. You have the right to receive a Notice of Privacy Practices that describes how medical information about you may be used and disclosed and how you can get access to this information. As a patient, you have the right to "opt out" of our hospital directory and Samaritan Healthcare will not disclose you as a patient.
- Provide inpatient Medicare beneficiaries, or his/her representative, the standardized notice "An Important Message from Medicare About Your Rights", in accordance with federal guidelines;
- Patient Visitation Rights:
  - a. Patients have the right to receive the visitors including spouse, domestic partner or same sex domestic partners, family and friends;
  - b. Patients have the right to withdraw or deny such consent at any time;
  - c. Patients have the right to be informed of any Justified Clinical Restrictions which Samaritan Healthcare may impose on a patient's visitation rights;
  - d. Samaritan Healthcare shall not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

## PROCEDURE:

The Patient Rights document is posted on the wall in each Admitting booth. A copy of the Patient Rights has been added to the Patient Care Folder and will be given to the patient or responsible party during the admission process. Copies are available upon request from the Admitting office or the Customer Service Representative.

Customer Service Representative also has copies available to give to patients and families during visits to their rooms.

When restricting visitation rights, Samaritan Healthcare shall explain to the patient, or their representative, the reasons for the restrictions or limitations on the patient's visitation rights and how Samaritan Healthcare's visitation policies are aimed at protecting the health and safety of all patients.

Washington State RCW 7.70.065 will be used to determine a patient's representative that has the authority to make their health care decisions. For a patient who is not competent, authority will be based on the following order of descending priority:

1. Appointed guardian or legal custodian;
2. Durable Power of Attorney;
3. Spouse or state registered domestic partner;
4. Children of patient who are at least 18 years of age;
5. Parents of a minor patient or to whom the minor's parent has given a signed authorization to make health care decisions; and
6. Adult brothers and sisters of the patient.

All revision dates:

2/1/2012, 1/10/2012, 4/7/2009, 5/24/2004

**Attachments:**

No Attachments

**Approval Signatures**

**Approver**

**Date**

Paul Ishizuka: CFO

1/8/2017

Lisa Dodson: Director of Revenue Cycle

1/6/2017

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