

Patient Rights and Responsibilities

You, as a patient, have the right to:

- Help plan your care.
- Receive equal access to quality care, be respected, and not be discriminated against. St. Luke's complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.
- Get the care you need regardless of your financial and/or payer status.
- Be given information about your care, and have your questions answered. If communication restrictions are necessary for patient care and safety, we will explain these restrictions to you and/or your family.
- Receive care in a safe environment, and be free of any abuse, neglect, financial (or other) exploitation, retaliation, humiliation or harassment from those who are caring for you.
- Not be unnecessarily restrained or secluded.
- Refuse to talk with or see anyone that is not caring for you.
- 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 informed of any proposed research programs during your treatment, consent to such programs, and have research rules, regulation, and ethical standards followed.
- Refuse recommended care, be informed of reasonable alternative forms of treatment, and be informed of risks with any treatment including non-treatment. If you refuse care, you need to notify your doctor and St. Luke's staff.
- Participate in making your pain less.
- Be provided assistance if you or your companion has 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 and/or give input in your rehabilitation and/or medical care.
- Have a surrogate decision maker when you are unable to make decisions.
- Have your family and doctor notified 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.
- Request no resuscitation or life sustaining treatment.
- Be informed about your hospital bill, and be told ahead of time if your health insurer or payer source will no longer pay the bill.
- Read or receive copies of your medical records when requested and in accordance with St. Luke's policies. Please contact the Health Information Management Department at 509-473-6028 for more information.
- Have access or referral to legal entities for appropriate representation, self-help support services and advocacy support services.
- Receive pastoral care or other spiritual services.
- Receive end-of-life care and/or have your end-of-life care decisions respected.

- Receive care in the most appropriate health care setting based on your requests and/or needs. If St. Luke's can't give you the care you need, you have the right to know why.
- Be informed of unanticipated outcomes.
- Donate organs or other tissues, as directed by you or your family or surrogate decision-makers.
- Receive a paper copy of the Inland Northwest Health Services "Joint Notice of Privacy Practices."
- Make a complaint about your care or service 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 have a right to a timely response to your concerns. 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. If the complaint relates discrimination, you have the right to file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independent Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-868-1019, 800-537-7697 (TDD).

You, in turn, have the responsibility to:

- Provide accurate and complete information about your health to your doctor(s) and others who give you care.
- Promptly inform your caregivers of any changes in your health and to ask for more information if you do not understand the care that is being recommended or provided to you.
- Follow the treatment plan and inform us of your concerns about your care. If you have any needs that are important to you, you need to promptly inform your caregivers about those needs.
- Inform your caregivers if you are unhappy with your care, and/or the treatment team without fear of retaliation or adverse ramifications.
- Follow all policies and/or rules about patient care and conduct.
- Respect all other patients, caregivers, and volunteers.
- Promptly inform all caregivers about your safety concerns and/or things that may affect your ability to safely receive care.
- Help your caregivers to not make errors in your care.
- Be a responsible and active member of your healthcare team.

This is my copy of my Rights and Responsibilities as a patient.

Signature (Patient or Authorized Representative
and Relationship to Patient)

Date

Staff Witness Signature

Date