

PATIENTS' RIGHTS AND RESPONSIBILITIES

We respect the rights of our patients and recognize that each person is an individual with different needs. We recognize and support patients' rights to participate in health care decisions – including the right to discontinue or refuse treatment to the extent permitted by law.

As a patient, it is your right to:

- Receive considerate, dignified and respectful care and treatment by competent personnel in a safe environment.
- Be treated without discrimination as to your race, age, religion, sex, sexual orientation, national origin, or illness.
- Be protected from abuse and neglect, and have access to protective services.
- Receive physical privacy that is appropriate to the medical care.
- Confidentiality, privacy, security, complaint resolution, spiritual care, and communication.
- Receive complete and current information concerning your diagnosis, treatment, and prognosis in understandable language. If you cannot understand these elements, we will provide the information to a person you have designated, or we will provide the services of an interpreter.
- Participate in the informed-consent process for any and all treatments and procedures (with the exception of emergency medical care). The informed-consent process includes an explanation of the treatment or procedures; any alternative treatments or procedures; the intent, risks, and possible complications of the treatment or procedure; and the anticipated outcome.
- Formulate advance directives and appoint someone else to make health care decisions to the extent permitted by law.
- Refuse medical treatment, drugs, or procedures, and to be informed of the consequences of your decision.
- Receive complete and adequate discharge instructions after treatment.
- Take notes as desired, but understand that using a recording device is prohibited.
- Expect reasonable continuity of care.
- Participate in the referral process when it is necessary to consult with another health care provider.
- Access the information contained in your medical record. This right may be delegated to another person of your choosing and might include exceptions (such as those pertaining to sensitive materials).
- File a written complaint without fear of retaliation, retribution or denial of care.
- Receive timely complaint resolution.

In acknowledging the personal worth and dignity of each individual, we also recognize that you, as the patient, have certain responsibilities that support the health care we provide. In order to ensure your proper care with the best outcome, it is your duty to comply with our office protocols, which have been designed to promote optimum patient safety.

It is every patient's responsibility to:

- Keep scheduled appointments (or to tell the office when you are unable to keep an appointment).
- Cooperate with the planned treatment program prescribed by the provider (or to explain why cooperation is not possible).
- Take an active role in your medical care.
- Request additional information or clarification when any detail of your medical care is not understood.
- Be honest and accurate in all health care information that you provide to us.
- Update your personal information as necessary to ensure the accuracy of our records.
- Show consideration for other patients and for your health care providers with respectful conduct.
- Be patient when an appointment is delayed; keep in mind that an emergency may be taking place.
- Maintain the same level of confidentiality and privacy for others that you would expect to receive.
- Inform office personnel of any unsafe conditions.
- Be prompt in fulfilling financial obligations to this office.

Our goal is to keep you, our patient, in the best health possible. If you feel that you are being treated unfairly or improperly, please bring it to the attention of your physician or the office manager.

WASHINGTON STATE DEPARTMENT OF HEALTH COMPLAINT HOTLINE – 1-800-633-6828