



## Patient Rights

### All patients have the following rights:

- Physicians must disclose financial interest or ownership.
- You have the right to advance directives, and if requested official state advance directive forms.
- Report substantiated allegations of abuse and neglect to state authority or local authority, or both.
- Our facility must comply with rules for privacy and security of health information (HIPAA).
- To be treated and cared for with dignity and respect. You have the right to receive compassionate, respectful, spiritual care, communication, and confidential care. We respect all individuals regardless of race, creed, religion, ethnicities, cultures, citizenship, national origins, languages/immigration, socioeconomic status, sexual orientation, or gender identity.
- To be protected from abuse and neglect; and have access to protective services.
- You have the right to safe care in a safe setting, access protective services and agencies, be free from harassment, exploitation, and abuse.
- You have the right to be free of restraint and seclusion that are not medically necessary or are used for coercion, discipline, or for a means of retaliation or convenience for staff.
- You have the right to confidentiality, security, and privacy. Your personal privacy and information will be held in confidentiality within the guidelines of HIPAA. Consultation, case discussion and treatment are confidential and will be discussed in privacy.
- If communication restrictions are necessary for patient care and safety, we will document and explain the restrictions to you and your family or representative.
- You have the right to be informed of and agree to your care. You, your family member or representative will be informed about the procedure, the risks, and benefits.
- You have the right to be involved in all aspects of your care including refusing care and treatment and resolving problems with care decisions.
- To have family input in care decisions, in compliance with legal directives of the patient or existing court-issued legal orders.
- To be informed of any unanticipated outcomes by your surgeon before being discharged from the facility in accordance with RCW 70.230.150.
- To complain about their care and treatment without fear of retribution or denial of care.
- Timely complaint resolution, when possible, within 7 days of initial complaint.
- You will be provided with a written statement of your patient rights.
- If the facility participates in any research, investigation, or clinical trials, they must not hinder a patient's access to care if the patient refuses to participate.

**If you wish to file a grievance, you may do so by contacting the health facility, U.S. Department of Health and Human Services, the accrediting organization for the facility and/or the state department of health.**

### Complaint Intake Information

#### Washington State Department of Health

Complaint Intake  
HSQ Compliant Intake  
P.O. Box 47857  
Olympia, WA 98504-7857  
Phone: 360-236-4700  
Fax: 360-236-2626  
Email: <mailto:HSQAComplaintIntake@doh.wa.gov>

#### Center for Medicare and Medicaid Services (CMS)

Office of the Medicare Beneficiary Ombudsman:  
Medicare Help and Support: 1-800-MEDICARE  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>