

**Patients have:**

1. The right to quality care and treatment without discrimination as to race, color, religion, sex or national origin.
2. The right to quality care and treatment given with respect, consideration, dignity and without harassment, abuse or discrimination.
3. The right to be treated in a clean and safe environment free of unnecessary restraints.
4. The right to protection from abuse and neglect.
5. The right to access protective services.
6. The right to privacy and security of information regarding patient's diagnosis, treatment options, communication, and the potential outcomes of the treatment as well as access to information contained in his/her medical record in compliance with HIPAA.
7. The right to confidentiality, personal privacy and security.
8. The right to access spiritual care.
9. The right to communication with others. If communication restrictions are necessary for patient care and safety, this will be explained to the patient and any person designated by the patient.
10. The right to safe use of equipment by trained personnel.
11. The right to refuse to participate in research, investigation or clinical trials without hindering access to care.
12. The right to complain about their care and treatment without fear of retribution or denial of care.
13. The right to understand the indications for any procedure.
14. The right to receive all the information you need to give informed consent for any procedure including the possible risks and benefits of the procedure.
15. The right to be informed of unanticipated outcomes.
16. The right to be aware of fees for services and the billing process.
17. The right to approve or refuse the release of your medical records except when required by law.
18. The right to refuse care and treatment, to be told what effect this may have on your health and to be involved in resolving problems with care decisions.
19. The right to participate in all decisions involving your healthcare except when such participation is contraindicated for medical reasons.
20. The right to receive complete information about your diagnosis, planned treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information will be provided to a person designated by the patient or to a legally authorized person.
21. The right to refuse to allow care from a student or trainee.
22. The right to exercise any or all of these rights and be free from any act of discrimination, reprisal or

punitive action.

23. The right to family input in care decisions, in compliance with existing legal directives of the patient or existing court-issued legal orders

### **Patient Responsibility and Conduct**

1. The patient is responsible to provide the health care providers with information about any past illness, hospitalizations, medications and other health matters.
2. The patient and/or family are responsible for asking questions when they do not understand instructions or explanations given by the healthcare providers and/or staff.
3. The patient is responsible for keeping appointments as scheduled and to telephone the office in case of a cancellation.
4. The patient is responsible for providing his/her healthcare insurance information, and assuring the financial obligations of his/her care are fulfilled as promptly as possible.
5. The patient is responsible to follow health care provider's instructions and plans of treatment and the patient is responsible for the consequences if he/she refuses treatment or fails to follow the practitioner's instructions.
6. The patient is responsible for being respectful and considerate to other patients and organizational personnel.
7. The patient is responsible to discuss consequences of leaving against medical advice with their physician.
8. The patient is responsible to communicate any questions, concerns or needs.

These rights and responsibilities outline the basic concepts of service here at Gastro Health's Surgery Centers. If you believe, at any time, our staff has not met one or more of the statements during your care here, please ask to speak to a Manager. We will make every attempt to understand your complaint/concern and resolve it immediately. You will receive a response within 14 days. If the resolution does not meet your satisfaction it will be elevated to the Grievance Officer who will investigate further and attempt to resolve it to your satisfaction. You will be provided a written notice of the decision within 14 days of the grievance, unless there are extenuating circumstances.

Grievance Officer 19000 33 <sup>rd</sup> Ave., W., Ste. 230, Lynnwood, WA 98036 425 977-4645	Washington State Department of Health Complaint Hotline <b>Phone:</b> 1-800-633-6828 (toll free) or 360-236-4700 <b>Fax:</b> 360-236-2626 <b>Mail:</b> Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 <b>Email:</b> HSQAComplaintIntake@doh.wa.gov	Web site for the office of the Medicare Beneficiary Ombudsman: Visit: <a href="http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html">http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html</a> Medicare Help & Support: 1-800-MEDICARE (1-800-633-4227)	To report abuse or neglect of a vulnerable adult or a child call local law enforcement at 911 within 48 hours.
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