



PATIENT'S RIGHTS AND RESPONSIBILITIES

Patient Rights by Law

- Coulee Medical Center does not discriminate on the basis of race, color, religion, national origin, age, Disability, sex and sexual orientation.
- You have the right to personal privacy.
- You have the right to be treated and cared for with dignity and respect.
- You have the right to confidentiality of your medical records, except when you have given permission to release information or reporting is required or permitted by law.
- You have the right to receive care in a safe setting.
- You have the right to be informed of patient rights and receive a written copy, in advance of furnishing or discontinuing patient care, whenever possible.
- You have the right to be free of all forms of abuse or harassment.
- You have the right to file a complaint regarding your care without fear of retribution or denial of care.
- You have the right to be informed of the process to review and resolve the complaint in a timely matter.
- You have the right to access protective services.
- You have the right to participate in the development and implementation of your plan of care.
- Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits and alternatives.
- You or your representative have the right to make informed decisions regarding your care, including being informed of your health status, being involved in care planning and treatment, and being able to request or refuse treatment. However, this right cannot be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- You have the right to be informed of unanticipated outcomes of care.
- You have the right to have family input in care decisions.
- You have the right to end of life care.
- You have the right to donate organs and tissues including medical staff input and direction by family or surrogate decision makers.
- If you are an adult, you have the right to formulate advance directives (such as living will, durable power of attorney or Physician's Order for Life Sustaining Treatment) and to have hospital and medical staff who provide care in the hospital honor your directives. Coulee Medical Center will keep your advance directives on file, but you need to ensure we have the most current version.
- You have the right to spiritual care and communication. If communication restrictions are necessary the hospital will document and explain these restrictions to the patient and family.
- You have the right to have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
- You have the right to be free from restraints and seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- If you are a Medicare beneficiary, you have the right to receive a notice of your discharge rights, a notice of non-coverage rights, and be notified of your rights to appeal your discharge.

- You have the right to an interpreter or communication aid if you do not speak English, English is your second language, or you are deaf, hard of hearing, are vision impaired, cognitive impairment, or have speech difficulties. Communication will be tailored to your age and needs. You have the right to an explanation of your condition and to be informed about the outcomes of care, including unanticipated outcomes.
- You have the right to an assessment of your pain and input on your pain management.
- You have the right to understand your treatment choices including alternatives (including no treatment), risks and benefits.
- You have the right to obtain a second opinion.
- You have the right to choose whether or not you would like to participate in medical research studies with complete information about the study, your written consent to participate if you choose, and no reprisal in your medical care if you choose not to participate.
- You have the right to know the name and role of each person participating in your care.
- You have the right to know about your medication, any equipment used, and community resources you may need.
- You have the right to pastoral care and other spiritual services.
- You have the right to have your bill explained to you.
- You have the right to obtain information contained in your medical records, including electronic copies, within 7 days of request. You may do so by contacting the Coulee Medical Center Medical Records Department at 509-633-1753.
- You have the right to direct a copy of your health information to a designated 3rd party.
- You have the right to restrict disclosures to Health Plans for treatments you've agreed to pay CMC.
- You have the right to receive notification of a breach, notification will include; a description of the breach, type of healthcare information involved, steps that should be taken to protect yourself, a brief description of the investigation and prevention of future breaches, and a contact person.

Special Rights of Adolescents

In addition to the patient rights stated above, the law provides the following rights to adolescent patients.

- A minor patient 13 years or older may consent to outpatient treatment for mental health and substance abuse issues
- A minor patient 14 years or older may consent to outpatient treatment for sexually transmitted diseases.
- A minor patient, regardless of age, may consent to birth control or pregnancy-related care.
- Emancipated minors may consent for their own treatment.
- If you wish to be seen for diagnosis or treatment of one of these conditions, please let the appointment scheduler know when you make your appointment and communicate this with your provider.

Patient Responsibilities

- Let someone know if you don't understand what you are being told.
- Tell us everything you know about your health.
- Let someone know if there are changes in your condition.
- Participate in your healthcare by making decisions, following directions and taking responsibility for your choices.
- Respect the rights and privacy of others.
- If you are unable to keep your appointment, let us know as soon as possible.
- To arrange payment methods prior to your hospitalization, and deal with your bill promptly and let our billing department know if you need to discuss special payment arrangements.

- To respect hospital policies and staff.
- To follow your treatment plan of care.

Concerns and Grievances

If you have a concern regarding care or service provided at Coulee Medical Center, we want to work with you to address your issues. We ask that you:

- Notify any staff member of your concern.
- Speak with management directly about your concern.

We encourage you to contact your health care provider or the department supervisor to discuss your concerns. You may also contact the Nursing Department, Human Resources, or Administration:

Administration:	509-633-6362
Human Resources:	509-633-6388
Nursing Department:	509-633-6337
Toll-free Grievance line:	888-612-5553

You can expect a prompt response to your concern and an answer to your complaint in a reasonable amount of time.

You also have the right to file a complaint with the Washington Department of Health, regardless of whether you choose to first use the Coulee Medical Center concern/grievance process. The Washington Department of Health Hospital Complaint Hotline is 1-800-633-6828.

You also have the right to file a complaint or ask for help from any of the following Washington State agencies:

Adult Protective Services:	800-442-5129
Child Protective Services:	800-422-7517