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Owner Jen Charlo: PFS Director
Department Compliance

Patient Rights and Responsibilities, 8610-P-1.1

POLICY:

In keeping with its Mission and Vision, Samaritan Healthcare provides care, treatment, and services in a way that respects and fosters patient's dignity, autonomy, positive self-regard, civil rights, and involvement in their care. It is the policy of Samaritan Healthcare to honor the diverse cultures, beliefs, and practices of our patients. Patient rights forms, brochures and information will be consistent with federal, state, WA Department of Health, DNV and Medicaid (CMS) standards related to patient rights.

PURPOSE:

Process for assuring that patients are informed of their rights and responsibilities.

SCOPE:

Applicable to all organization personnel including: caregivers, medical staff members, contracted service providers, volunteers, all vendors, representatives, and any other individual(s) providing services to or on behalf of Samaritan Healthcare.

Patient Rights and Responsibilities

In accordance with WAC 246-320-141

As a Samaritan Healthcare patient, you have a right to:

- Be treated and cared for with dignity and respect. Please contact our Customer Service Department at 509-765-5606, ext. 9609, or the Washington State Department of Health 800-633-6828, if you feel your rights are not respected;
- Confidentiality, privacy, security, complaint resolution, spiritual care and communication. If communication restrictions are necessary for patient care and safety, we will document and explain the restrictions to you and your family or personal representative;

- Be protected from abuse and harassment;
- Access protective services;
- Complain about care and treatment without fear of retribution or denial of care;
- Timely complaint resolution;
- Be involved in all aspects of care, including:
 - a. Refusing care and treatment; and
 - b. Resolving problems with care decisions;
- Be informed of unanticipated outcomes that will be provided to you, your family, or personal representative(s) you have identified (in accordance with RCW 70.41.380);
- Be informed and agree to your care;
- Family input in care decisions;
- Have advance directives and for the organization to respect and follow those directives;
- Request no resuscitation or life-sustaining treatment;
- End-of-life care; although Samaritan Healthcare does not participate in the Washington Death with Dignity Act, we are committed to respecting your end-of-life wishes and will help you obtain additional information or a transfer to a facility that does.
- Donate organs and other tissues (in accordance with RCW 68.50.500 & RCW 68.50.560), including:
 - a. Medical staff input; and
 - b. Direction by family or surrogate decision makers;
- Be free from restraint or seclusion imposed as a means of coercion, discipline, convenience, or retaliation. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member or others, and must be discontinued at the earliest possible time;
- A written statement of these patient rights.

Samaritan Healthcare has adopted and implemented policies and procedures.

- To have posted, at all organization registration areas, a written statement of patient rights and responsibilities, and to provide hard-copy patient rights form, upon request;
 - a. The Patient Rights and Responsibilities form is available in English and Spanish;
 - b. Samaritan Healthcare provides free language services to people whose primary language is not English by utilizing qualified interpreters;
- To follow policies and procedures to identify patients who are potential organ donors;
- To address research, investigation and clinical trials, including:
 - a. How to authorize research;
 - b. Require staff to follow informed consent laws; and

- c. Not hindering a patient's access to care if a patient refuses to participate;
- To inform patients (or support person(s), where appropriate) of Patient Visitation Rights;
 - a. Patients have the right to reasonable access to people outside Samaritan Healthcare by means of visitors, and by verbal and written communication;
 - b. Patients have the right, subject to their consent, to receive visitors they designate, including but not limited to spouse, domestic partner, another family member, or a friend. Such access is permitted so long as it does not interfere with the provision of patient care services and a reasonable safe and secure environment.
 - c. Patients have the right to withdraw or deny such consent at any time;
 - d. Patients have the right to be informed of restrictions which Samaritan Healthcare may impose on a patient's visitation rights;
 - e. Samaritan Healthcare visitation privileges are not restricted, limited or denied on the basis of race, color, creed, religion, sex, sexual orientation, gender identity, national origin, disability or age. All visitors enjoy full and equal visitation privileges consistent with patient preferences;
- Be in compliance with Federal HIPAA privacy rules. You have the right to receive a Notice of Privacy Practices that describes how medical information about you may be used and disclosed and how you can get access to this information. As a patient, you have the right to "opt out" of our organization directory and Samaritan Healthcare will not disclose you as a patient;
- Provide inpatient Medicare beneficiaries, or his/her representative, the standardized notice "An Important Message from Medicare About Your Rights", in accordance with federal guidelines;

Patient Responsibilities

As a Samaritan Healthcare patient, you have the responsibility to:

- **Provision of Information -**
 - Provide the organization with personal and medical information about past illnesses, hospitalizations, medications, and other matters relating to your health, to the best of your ability;
 - Provide accurate personal identification information;
 - Report any changes in your condition to organization personnel;
 - Inform organization personnel if you do not clearly understand a contemplated course of action and what is expected of you;
 - Notify organization personnel when a cultural situation exists concerning the healthcare process;
- **Instructions and Treatment Plan -**
 - Cooperate with organization personnel involved in your care and treatment and to actively participate, as much as possible, in decisions regarding your care, treatment and recovery;

- Follow your physician's instructions and not take any drugs which have not been prescribed by your attending physician and administered by organization personnel;
- **Refusal of Treatment -**
 - Patients are responsible for the results if they refuse the treatment the physician has prescribed or if they choose not to follow the physician's instructions, including leaving against medical advice.
- **Respect and Consideration -**
 - Assist in providing a quiet, courteous atmosphere;
 - Patients may not disrupt or interfere with care provided to other patients and the operations at Samaritan Healthcare;
 - Patients may not smoke or use tobacco products on the Samaritan Healthcare campus.
- **Personal Belongings -**
 - Patients are responsible for their personal belongings. This includes, but is not limited to dentures, eyeglasses, crutches, wheelchairs and personal items such as jewelry. Samaritan Healthcare is not responsible if these items are damaged or misplaced while here.
- **Financial -**
 - Assume responsibility to pay for services rendered by the organization, either through third-party payers (insurance company) or through your own financial resources;
 - Provide updated financial information and meet any financial obligation to the organization.

Making Healthcare Decisions

If you are unable to make decisions or communicate with organization personnel, Washington State law allows the following people, in order of priority, to make healthcare decisions for you. In categories where there is more than one person, such as three adult children, all must agree on the healthcare decision. If there is no consensus, appropriate life-sustaining treatment will begin (in accordance with RCW 7.70.065).

1. A legal guardian with healthcare decision-making authority; if one has been appointed;
2. The person named Durable Power of Attorney for Healthcare;
3. Spouse or state-registered domestic partner;
4. Children of patient who are at least 18 years of age;
5. Mother or Father;
6. Parents of a minor patient or to whom the minor's parent has given a signed authorization to make health care decisions; and
7. Adult brothers and sisters of the patient.

Supplemental Information

Patients will be provided and/or offered the following forms, brochures, or information. Additional copies are available upon request in hard copy and/or on the Samaritan Healthcare website at www.SamaritanHealthcare.com. Many of Samaritan Healthcare's forms are translated into other languages.

- Patient Rights & Responsibilities
- Notice of Privacy Practices
- Financial Assistance

Patients May Contact:

Samaritan Healthcare Compliance Hotline, 855-400-6002 or 800-216-1288

Samaritan Healthcare Customer Service, 509-765-5606, ext. 9609

Det Norske Veritas (DNV), 866-523-6842, 866-496-9647

Washington State Department of Health, 800-633-6828

Centers for Medicare & Medicaid Services, 800-336-6016

If you are a Medicare Beneficiary and have a concern regarding quality of care, your Medicare coverage, or premature discharge, you may contact KEPRO: 888-305-6759 TTY: 855-4776

References

WAC 246-320-14, RCW 7.70.065, RCW 70.41.380, RCW 68.50.500, RCW 68.50.560

All Revision Dates

12/12/2023, 4/21/2021, 2/1/2012, 1/10/2012, 4/7/2009, 5/24/2004

Attachments

[Patient Rights and Responsibilities](#)

Approval Signatures

Step Description	Approver	Date
Compliance Committee	Jen Charlo: PFS Director	Pending

Standards

Standard Body: 246.320.141.6

Chapter: 246-320 Hospital Licensing Regulations

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