



# Newport Hospital and Health Services

714 W. Pine Street, Newport, WA 99156 • (509) 447-2441

[www.NewportHospitalAndHealth.org](http://www.NewportHospitalAndHealth.org)

<b>TITLE:</b> Patient Rights and Responsibilities/Admissions Policy	POLICY #
DEPARTMENT: District Wide	OWNER (Title): Admitting Manager
SECTION :	CREATION DATE: 1/1/2014
DOCUMENT CLASSIFICATION: Policy/Procedure	PAGE 1 OF 2

## Purpose and/or Policy Statement:

It is the policy of Newport Hospital and Health Services to offer patients a written document stating their rights and responsibilities. Upon admission to the hospital, or surgical services, this document will automatically be given to each patient. For all other patient types, a copy of this document will be posted in the main admitting lobby, with copies available upon request, and offered once per year during the registration process. An example of the content of this document is shown below:

## Patient Rights & Responsibilities

As a patient, you have rights and responsibilities. Both are of great importance to us and would like all of our patients or guardians to have a full understanding of what they include.

You have a right to be notified in writing, prior to treatment, of what your rights and responsibilities are. The patient's family, guardian, or Power of Attorney for Health Care may exercise the patient's rights when the patient is a minor, under 18 years of age, or has been judged incompetent. Newport Community Hospital has an obligation to protect and promote the rights of the patient.

## **Patients have the right to:**

- Be informed that weapons and illegal substances are not permitted on District property and the District reserves the right to search belongings of patients and visitors. Prohibited items must be removed promptly; illegal items may be turned over to the authorities.
- Not be discriminated against based on race, color, religion, age, sex or handicap.
- Not be discriminated against based on your ability to pay for services provided.
- Receive care in a safe setting that respects your values, beliefs, cultural, and spiritual practices.
- Personal privacy and dignity.
- Considerate, respectful care with attendants consistent with the health care resources.
- Confidentiality of your medical records, and access to information in these records.
- Be free from restraints in any form, for any reason, that are not medically necessary.
- Know whom to contact at the hospital in order to file a grievance:
  - Quality Manager
    - (509) 447-6305
  - You also have the right to contact:
    - Washington State Department of Health
      - Toll free: 1-800-633-6828
    - DNV
      - Toll Free: 1-800-523-6842
- Be assured that the hospital's grievance process has a mechanism for timely referral of patient concerns regarding quality of care or premature discharge to the appropriate Utilization and Quality Control Quality Improvement Organization.
- Know the identity of staff providing care, and what their role is at Newport Community Hospital.
- Participate in the development and implementation of your plan of care; and you or your representative's right to make informed decisions about care.
- Be informed of any unexpected outcomes of care provided.



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- Patients have the right to request, accept, or refuse treatment/care to the extent permitted by law, and to be informed of the medical consequences of refusal. A patient is responsible for his/her healthcare outcome if he/she refuses treatment or does not follow the practitioner's instructions.
- In the event that a patient is incompetent to make decisions, unable to communicate his/her wishes, or is incapable of understanding the proposed treatment or procedure, the patient's guardian, next of kin, kinship caregiver, domestic partner, or legally appointed designee is accorded the opportunity to participate in the decision making process, on behalf of the patient, as prescribed by law.
- A second opinion.
- Access protective services.
- Donate organs and other tissues according to RCW 68.50.500 and 68.50.560, including:
  - Medical staff input, and
  - Direction by family or surrogate decision makers.
- Be part of decisions about using or withdrawing from lifesaving or life sustaining treatment.
- Formulate Advance Directives and to have the hospital staff and practitioners comply with these directives.
- An itemized bill for services rendered.
- Be informed of charges for which you may be liable.
- Be informed of charges that will not be covered by Medicare.
- Be free from abuse and harassment.
- Have a family member or representative of his or her choice, and his or her own physician notified promptly of admission to the hospital.
- His or her representative where appropriate, subject to his or her consent, to receive the visitors whom he or she designates, whether a spouse, a domestic partner, (including same-sex domestic partner), another family member, or a friend, and the right to withdraw or deny such consent at any time. Hospitals are not permitted to restrict, limit, or otherwise deny visitation privileges, on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. Visitors, designated by the patient, will enjoy visitation privileges that are no more restrictive than those that the immediate family members would enjoy.
- Be informed, or his or her representative, of any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights as well as the reasons for the clinical restriction or limitation.

## Patient's Responsibilities:

- To provide accurate and complete health information to the hospital.
- To provide accurate financial information.
- To check preauthorization requirements with your insurance carrier.
- Ask and take part in your health care decisions.
- Respect the rights of others.
- Inform the hospital of any changes that you have made to your advance directive.