



## POLICY:

It is the policy of Willapa Harbor Hospital to ensure that the patient has the right to considerate and respectful care.

### MISSION STATEMENT

Willapa Harbor Hospital, in partnership with our physicians, strive for service excellence always and provider high quality care, personalized diagnostic and medical treatment as well as health education to individuals who seek or need quality health care services.

### Vision:

Caring for you, for life.

## PROCEDURE:

### YOUR HEALTH CARE TEAM

WHH's health care team consists of physicians, nurses, other health care professionals, and students of the health sciences, all of whom provide needed diagnostic treatment and patient care services of the highest standards. Each patient has an attending physician who has primary responsibility for the patient's medical care.

### PATIENT RIGHTS

At WHH we are committed to respecting the rights of patients. We respect your role in making decisions about medical treatment and other aspects of your care.

Staff is committed to providing access to health care regardless of race, color, national origin, age, disability, religion, sex, sexual orientation, gender identity or expression, or ability to pay for medical care. Staff is sensitive to patients' cultural, linguistic, ethnic, and religious backgrounds, as well as to age and physical impairments.

We believe that we can best serve you by working together as a team to build trust among patients, their families and loved ones, doctors, nurses and other caregivers. WHH affirms the following patient rights for all adults, adolescents, children and infants, as well as for the parents or legal guardians of patients, who come to us for care.

- You have the right to considerate, respectful, and appropriate care.
- You have the right to obtain from caregivers complete, current, and clear information concerning diagnosis, treatment, and the probable course and outcome of a condition.
- You should have the opportunity to request and discuss additional information related to the proposed procedures and/or treatments.
- You should also be informed of the benefits, risks, and recovery time. (This right may be temporarily waived during a medical emergency when there is an urgent need for treatment and you are incapable of making such decisions.)
- You have the right to know the names of caregivers, particularly the physicians and nurses who are coordinating your care.
- You have the right to make decisions about your treatment before and during that care, and to give or withhold informed consent to any proposed medical procedure or treatment.
- You have the right to refuse a recommended treatment or plan of care, (informed refusal), to the extent that is permitted by law, and to be informed of any medical consequence of this decision.
- You have the right to receive an itemized explanation of the bill for the services rendered in the hospital.
- If you are an adult, which WHH policy defines as one who is at least 18 and has the capacity to make health care decisions, you have the right to make your wishes known about the extent of treatment you would desire if you became unable to communicate those wishes. This communication is called an advance directive.

### Two commonly used advance directives are:

1. A health care directive (living will), in which you communicate orally or in writing the specific treatment desired if you later cannot communicate these wishes.

2. A durable power of attorney for health care, in which you designate another person to make decisions about your health care if you become unable to do so.

You have a right to expect WHH to honor the intent of the directive to the extent permitted by law and WHH policy.

- You have the right to privacy. WHH staff will make every effort to protect your privacy during case discussion, consultation, examination, and treatment.
- You have the right to expect that all communications and records relating to your care will be treated as confidential by WHH as required by law. You have the right to expect that WHH will emphasize the importance of confidentiality of patient information when it allows entitled parties to review your records.
- You have the right to have access to your medical records and to have this information explained as necessary, except when doing so is restricted by law.
- You have the right to expect that within its capacity, WHH will make a reasonable response to any patient request for services. WHH must provide evaluation, service, and/or referral as indicated by the urgency of the case.
- You may be transferred to an other facility when medically appropriate and legally permissible only after you are provided complete information about the need for and the risks, benefits, and alternatives to such a transfer. WHH must obtain approval from the other facility before you can be transferred.
- You have the right to expect reasonable continuity of care and to be informed by caregivers of available and realistic options when care at WHH is no longer appropriate.
- You have the right to be free from restraint and seclusion in any form when used as a means of coercion, discipline, convenience, or retaliation.
- You have the right to safety and freedom from all forms of abuse or harassment.

### **PATIENTS RESPONSIBILITIES**

We believe you share in the responsibility for your own care.

- You have the responsibility to provide complete and accurate information (e.g., information about past illnesses, medications, advance directives, and other health-related matters). You should report any changes in your condition to those caring for you.
- You have the responsibility to participate in discussions and ask questions about your care.
- You are responsible for letting caregivers know whether you understand a proposed care plan and what is expected of you.
- You are responsible for following the treatment plan to which you agreed.
- You have the responsibility to be on time for scheduled appointments, or to notify WHH when you cannot.
- You are responsible for following WHH procedures regarding your care and conduct. You may not disturb other patients and may not disrupt or interfere with care provided to other patients and the operations of the hospital.
- You must respect the rights of others.
- You have the responsibility to let your caregivers know if you have concerns or complaints about any aspect of your care. You should report concerns to your doctor, nurse, or any other member of your health care team. At WHH, everyone is your advocate.

### **GRIEVANCE PROCESS**

Patients, families or visitors have the right to express complaints or concerns about any aspect of their care or experience at WHH.

Complaints or concerns may be made to any staff member or by contacting the Risk Manager at 360-875-4507.

You may also call the State Department of Health Hot Line at 1-800-633-6828, or Health Systems Quality Assurance Customer Service Center at 360-236-4700.

Please be assured that expressing a complaint or concern will not compromise your care at WHH.

### **ORGAN DONATION**

Organ donation programs let you give someone else the opportunity for a better life. State law lets you make the decision about being an organ donor while you are still living, and permits care givers to ask your family for permission to donate your organs after death. One way to make known you desire to be an organ donor is when you renew your Washington state driver's license. You may also do this in a Durable Power of Attorney for Health Care or in a Living Will.

**Notice to Patients**

Emergency Department physicians are now in the hospital 24 hours per day, seven days per week. However, if a physician was not in the hospital, we do have physicians on-call and available to respond to any medical emergencies within a short period of time. If a medical emergency occurs while physicians are not in the hospital, well trained registered nurses and other healthcare professionals are always available in the hospital and can provide immediate medical attention to anyone in need.

**References**

| Reference Type                 | Title  | Notes   |
|--------------------------------|--|---|
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|                                | <i>Renee Clements</i><br>Renee Clements, Chief<br>Operating Officer<br>( 07/06/2021 03:48PM PST )          |   |
|                                | <i>Matt Kempton</i><br>Matt Kempton, CEO<br>( 07/12/2021 10:43AM PST )                                     |   |
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