

Title:	Patient Rights and Responsibilities		
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Date Approved:	11/06/2024	Last Periodic Review:	11/06/2024 Version: 2
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POLICY STATEMENT

The policy of Island Health is to recognize and respect the rights of patients and to inform patients of those rights. It is the policy of Island Health to also recognize the responsibilities of patients and to inform them of those responsibilities.

PURPOSE

The purpose of this policy and procedure is to provide guidance to hospital staff on patient rights & responsibilities at Island Health and to outline steps to provide that information to patients.

SCOPE

Organization wide

DEFINITIONS

Not applicable

EQUIPMENT

Not applicable

QUALITY CONTROL

This policy will be reviewed every three years.

PROCEDURE

1. Each patient will be given the Patient Rights & Responsibilities Handout at time of admission and/or at initial registration in clinics.
2. Each patient has a right to:
 - Be treated and cared for with dignity and respect without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.
 - Receive language assistance services and appropriate auxiliary aids free of charge if needed.
 - Receive information in a way he/she understands.
 - Be informed of his/her rights before care is provided or discontinued whenever possible.
 - Have family or representative and his/her physician informed of the admission.
 - Personal privacy during personal hygiene activities, medical/nursing treatments and when requested as appropriate. This also includes protecting personal information from release or disclosure without the patient's prior consent.
 - Provision of care in a physically and emotionally safe setting and access to protective services when necessary for the patient's personal safety and be free from all forms of abuse, neglect, or harassment.
 - Participate in the development of his/her pain management plan and receive effective pain management.
 - Be involved and informed in all aspects of the patient's care including:
 - a. Accepting or refusing care and treatment offered.
 - b. Resolving problems with care decisions.
 - c. Having family input in care decisions if patient desires.
 - d. Give or withhold consent to participate in research projects or procedures.
 - For inpatient stays, spiritual or pastoral care.
 - Receive visitors of the patient's choice unless it is clinically necessary to restrict visitors.
 - Give informed consent before a high risk procedure is done.

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- Be free from restraint or seclusion unless medically necessary to ensure patient's or others' physical safety. If restraint or seclusion is medically necessary, the patient has a right to safe implementation by trained staff.
 - Be informed of unanticipated outcomes of care, treatment or services
 - Have Advance Directives for health care and for care providers to respect and follow those directives. Each patient also has the right to request no resuscitation or life-sustaining treatment as well as end of life care.
 - Donate organs and other tissues according to regulations including input from medical staff and direction by the patient's family or surrogate decision makers.
 - Receive a Beneficiary Notice of non-coverage (if a Medicare patient) and appeal a discharge the patient believes is premature.
 - Expect that all communications and records pertaining to the patient's care will be treated as confidential; the patient has the right to review his/her own medical record and have access to information contained in that record in a reasonable time frame.
 - Make a complaint about his/her care or treatment without fear of retribution or denial of care and to have timely complaint resolution.
 - a. Concerns may be reported to any staff member or to management staff.
 - b. Concerns may be reported to the Director of Quality and Risk.
 - c. Concerns may be reported to Washington State's Department of Health at 1-800-633-6828.
 - d. Concerns may be reported to DNV GL (Island Health's accrediting agency) at 1-866-523-6842.
 - e. Concerns from Medicare beneficiaries may be reported to KEPRO at 1-888-305-6759.
 - Civil rights grievances may be reported to Section 1557 Coordinator at 360-299-1392
 - Examine and receive an explanation of his/her hospital bill.
3. Each patient has the responsibility to:
- Provide, to the best of their knowledge, accurate and complete information about presenting complaints, past illnesses, hospitalizations, medications, and other matters relating their health. This includes reporting unexpected changes in their condition to the responsible practitioner
 - Participate to the fullest extent possible in their care, treatment and education related to their care.
 - Be honest with their care provider or doctor if they do not understand instructions or if they will not be able to follow them at home.
 - Ask questions when they do not understand what they have been told about their care. Use question listed below if they do not know what to ask:
 - What is my main problem?
 - What do I need to do?
 - Why is it important for me to do this?
 - Accept the outcomes of their actions if they choose not to take part in the treatment plans directed by their care provider or doctor, or if they fail to follow the recommended course of treatment
 - Be considerate of patients, families and staff; help control noise and disturbances; and refrain from tobacco, alcohol and illicit drug use on Island Health premises.
 - Follow Island Health's behavioral expectations
 - Bring any medicine they take along to the visit in the original containers, if requested.
 - Arrive on time for their health care appointment.
 - Notify the clinic/department if they cannot make a scheduled appointment (refer to department specific late cancellation/no show policy).
 - Fulfill the financial obligations (bill payment) for their health care as soon as possible.
 - Be aware that the hospital may limit or restrict their visitation rights under certain circumstances, including but not limited to the following:

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- They are undergoing care interventions
- There are infection control concerns
- There is disruptive, threatening or violent behavior of any kind
- They need rest or privacy

Island Health Behavioral Expectations for Patients and Visitors

Island Health strongly believes in putting the needs of the patient first. In furtherance of that belief, Island Health also may enforce other rules and restrictions that are meant to increase safety and prohibit certain disruptive behaviors.

Patients and visitors may not:

- Engage in any form of disruptive, derogatory, threatening, or aggressive speech or actions.
- Specifically, patients and visitors are not allowed to: Yell, use profanity, call people names, or use deceptive behavior.
- Use words or actions that are humiliating, discriminatory, or racist.
- Verbally threaten people.
- Sexually harass people.
- Display behavior intended to intimidate or frighten people, or show physical aggression.

Patients who engage in the aforementioned behaviors may face consequences up to and including termination of patient care. Termination of patient care is the end to a patient's access to ongoing care at Island Health locations with the exception of emergency care.

Patients may be given the option in some circumstances to sign a behavioral contract with their health care providers to avoid termination of patient care to outline specific behavioral requirements to maintain the therapeutic relationship with Island Health care providers. **Patients who fail to adhere to a behavioral contract, or identified as requiring termination of patient care due to disruptive behaviors must be approved by the service area manager/director and the Director of Quality & Risk Management.**

Visitors who engage in any form of disruptive speech or behavior may have restrictions placed on their in-person visitations and/or removed from Island Health premises.

Failure to comply with Island Health Behavioral Expectations for Patient and Visitor may result in additional actions which may include, but are not limited to:

- Involvement of local law enforcement.
- Prosecution for trespassing or criminal behavior, or both.

RELATED DOCUMENTS

Patient Rights and Responsibilities Handout
 Patient Behavioral Contract
 Discharge and No-Show Appointment Policy
 Workplace Violence Prevention Program
 Notice of Nondiscrimination

REFERENCES

[Washington State Department of Health](#)
[Office for Civil Rights \(OCR\) – US Department of Health and Human Services](#)
[DNV GL \(NIAHO\) Accreditation Standards – Rev. 20.1](#)