

## **Patient Rights and Responsibilities**

***As a patient at Harborview Medical Center, you have the following rights:***

- Patients have the right to personal dignity.
- Patients have the right to impartial reasonable access to care and treatment and/or accommodations that are available or medically advisable regardless of one's race, color, creed, religion, sex, sexual orientation, gender identity, national origin, disability, age, status as a disabled veteran, having an Advance Directive or ability to pay for care.
- Patients have the right to care that is considerate and respectful of their cultural and personal values, and beliefs, as well as their psychosocial values and preferences.
- Patients have the right to express their values and beliefs and to exercise spiritual and cultural beliefs that do not interfere with the delivery of patient care and the well-being of others.
- Patients have the right to have reasonable access to an interpreter when they do not speak or understand the English language.
- Patients have the right to a reasonably safe and secure environment.
- Patients have the right to be free from all forms of abuse or harassment.
- Patients, their family, including a registered domestic partner and/or their legally authorized surrogate decision-maker(s) have the right, in collaboration with their physician, to be informed and make decisions involving their health care, including the right to accept medical care or to refuse treatment to the extent of the law and to be informed of the medical consequences of such refusal.
- Patients have the right to be informed of outcomes of care, treatment and services, including unanticipated outcomes.
- Patients have the right to access their own health information, request amendment to it, and receive an accounting of disclosures about it, as permitted under applicable law.
- Patients have the right to have a family member, including a registered domestic partner, surrogate decision-maker, and their own physician (if requested) notified promptly of his or her admission to the hospital.
- Patients have the right to formulate advance directives regarding end-of-life decisions and mental health treatment and to appoint a surrogate to make health care decisions on his/her behalf to the extent of the law.
- Patients have the right to be fully informed of their health care needs and the alternatives for care when a hospital cannot provide the care that a patient requests. If it is necessary and medically advisable, the patient may be transferred to an appropriate and acceptable facility.
- Patients have the right to effective pain management. Pain will be addressed and managed as deemed medically appropriate.
- Patients have the right to consideration for their personal privacy and confidentiality of information.
- Patients have the right to know the name of the physician and other practitioners who have primary responsibility for their care, and to know the identity and professional status of individuals responsible for authorizing and performing procedures and care.
- Patients have the right to have reasonable access to people outside the medical center by means of visitors, and by verbal and written communication. Each patient has the right, subject to his or her consent, to receive the visitors whom he or she designates, including,

but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and has the right to withdraw or deny such consent at any time. Such access is permitted so long as it does not interfere with the provision of patient care services and the provision of a reasonably safe and secure environment. Any restrictions on communication are fully explained to the patient and/or family.

- Visitation privileges are not restricted, limited or denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. All visitors enjoy full and equal visitation privileges consistent with patient preferences.
- Patients have the right to not participate in investigative studies and they will be informed of alternative care options.
- Patients have the right to participate in discussion of ethical questions that arise in the course of their care. Patients or family members may request an ethics consultation regarding issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life-sustaining treatment, and participation in investigational studies or clinical trials, and other ethical concerns.
- Patients have the right to have access to spiritual care counseling.
- Patients have the right to obtain a written statement that articulates the rights and responsibilities of patients. The statement is available in several languages specific to the populations served. If the patient cannot read or if the statement is not available in their language, interpretive assistance will be available.
- Patients have the right to access protective services. Children or vulnerable adults who are unable to care for themselves have the right to protective intervention by the appropriate agencies to correct hazardous living conditions, abuse, neglect or exploitation.
- Patients have the right to make complaints regarding their care according to the hospital's established policy. Patients voicing complaints will not be subject to coercion, discrimination, reprisal or unreasonable interruption of care.
- Patients have the right to request and receive an itemized and detailed explanation of their bill for services rendered.

***As a patient at Harborview Medical Center, you have the following responsibilities:***

- Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information and to report any changes in their condition to their practitioner.
- Patients have the responsibility to ask questions and participate in discussions about their plan of care.
- Patients have the responsibility to inform the care team if they do not clearly understand a contemplated course of action and what is expected of them.
- Patients have the responsibility of notifying their health care providers when a cultural situation exists concerning the health care process.
- Patients are responsible for following the treatment plan to which they agreed.
- Patients are responsible for remaining on their assigned units during hospitalization to facilitate patient care delivery.
- Patients are responsible for the following Harborview Medical Center rules and regulations affecting patient care and conduct:
  - Patients may not smoke or use tobacco products on the medical center campus.
  - Patients may not disturb other patients.

- Patients may not disrupt or interfere with care provided to other patients and the operations of the Medical Center.
- Patients may not conduct any illegal activities on the premises of the Medical Center.
- Patients are responsible for providing accurate personal identification information.
- Patients are responsible for providing updated financial information and meeting any financial obligation to the hospital.
- Patients are responsible for being considerate of the rights of other patients and Medical Center personnel.
- Patients are responsible for informing their medical team if they have special needs.
- Patients are responsible for being respectful of the property of other persons and the Medical Center.
- Patients are responsible for letting their medical team know if they have complaints or concerns. Please report any complaints or concerns to a member of a health care team, who will then contact the appropriate staff. Complaints and concerns may also be reported to Patient Relations at (206) 744-5000 or [comment@uw.edu](mailto:comment@uw.edu).