

PeaceHealth patients (or patient representatives, as appropriate) have the right to...

- Access and receive respectful treatment without regard to age, race, ethnicity, religion, culture, language, disability, socioeconomic status, sex, sexual orientation and gender identity or expression;
- Be treated and cared for with dignity and respect;
- Confidentiality, personal privacy, security, complaint resolution, spiritual care, and communication. If communication restrictions are necessary for patient care and safety, the facility will document and explain the restrictions to you and others as requested;
- Confidentiality and security of clinical records;
- Be protected from abuse and neglect;
- Complain about your care and treatment without fear of retribution or denial of care;
- Timely complaint resolution;
- Be involved in all aspects of your care including:
 - Refusing care and treatment; and
 - Resolving problems with care decisions;
- Be informed about a treatment or a procedure, and its expected outcome prior to the treatment or procedure;
- Be informed of unanticipated outcomes;
- Family input in care decisions, in compliance with existing legal directives of you or existing court-issued legal orders;
- Receive information about and formulate an advance directive, and have staff implement and comply with the advance directive;
- Medical care that preserves personal dignity and respects personal values, beliefs, and preferences, and addresses psychological, spiritual, social, and intellectual needs;
- Receive care in an environment that a reasonable person would consider safe and that provides protection for emotional health and physical safety;
- Be free of all forms of abuse, neglect, or harassment (verbal, mental, corporal punishment, physical and sexual abuse, financial, exploitation and unnecessary restraints and seclusion);
- Know that, to enhance patient safety, video or auditory monitoring may be done in some individual patient rooms, care areas or common areas;
- Receive reasonable access to language assistance, at no charge;
- Receive information that takes into account issues with vision, speech, hearing, or disability, or other special needs;
- As a Medicare beneficiary, to receive notice of non-coverage and your right to appeal;
- Receive an explanation of charges and information about financial assistance;
- Ask questions about charges on your bill. Please call Patient Financial Services at 1-877-202-3597.

PeaceHealth patients (or patient representatives, as appropriate) are responsible to...

- Participate in planning and decisions regarding your healthcare;
- Provide information that is as accurate and complete as possible, including relevant medical history, symptoms, and concurrent conditions prior to and during the course of treatment;
- Ask questions and inform providers when answers to questions are not clear or understood or if you cannot follow instructions or the treatment plan;
- Promptly report any changes in your health, concerns about your care, and/or obstacles to following your treatment plan;
- Provide information necessary to determine the ability to pay for services and any other sources of payment for services;
- Respect the dignity and rights of others;
- Respect the property of other persons and of the healthcare facility;
- Conduct yourself in a respectful way that protects and maintains the safety of the healthcare environment;
- Do your best to follow your agreed upon treatment plan to reach the best possible outcome of care;
- Respect and comply with the PeaceHealth Tobacco-Free Campus Policy.

You may voice complaints or concerns or grievances about your care either verbally or in writing and have prompt follow up without fear of retaliation or disruption in service of care.

Ask to speak to the charge nurse or department manager, call one of PeaceHealth's Patient Relations team members using the phone number provided below, or contact the Medicare Beneficiary Ombudsman or Washington State Department of Health using the information below.

PeaceHealth Patient Relations 2901 Squalicum Parkway Bellingham, WA 98225 1-844-749-8817	Center for Medicare and Medicaid Services (CMS) Medicare Beneficiary Ombudsman Online: www.medicare.gov/providers-services/claims-appeals-complaints/complaints https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home Toll free: 1-800-MEDICARE (1-800-633-4227) TTY: 1-877-486-2048	Washington Department of Health Online: https://doh.wa.gov/licenses-permits-and-certificates/file-complaint-about-provider-or-facility/complaint-forms By mail: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Email: HSQAComplaintIntake@doh.wa.gov
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