

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

- Receive services without regard to age, race, ethnicity, religion, culture, language, disability, socioeconomic status, sex, sexual orientation and gender identity or expression;
- Practice the religion of your choice as long as the practice does not infringe on the rights and treatment of others or the treatment service. Individual participants have the right to refuse participation in any religious practice;
- Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited English proficiency and cultural differences;
- Be treated with respect, dignity and privacy. Staff may conduct reasonable searches to detect and prevent possession or use of contraband on the premises;
- You have the right to have all information and records compiled, obtained or maintained in the course of receiving services kept confidential;
- Be free of any sexual harassment as well as free of exploitation, including physical and financial exploitation;
- Have all clinical and personal information treated in accord with state and federal confidentiality regulations;
- Review your clinical record in the presence of the administrator or designee and be given an opportunity to request amendments or corrections;
- No person shall be presumed incompetent or lose any civil rights as a consequence of receiving evaluation or treatment for a mental disorder.

**For voluntary inpatients:** You have the right to release unless involuntary commitment proceedings are initiated. If you leave against medical advice, you will be asked to sign an Against Medical Advice form after speaking with your physician and care team.

**For involuntary inpatients:** Unless released within 72 hours, you have the right to a judicial hearing not more than 72 hours after initial detention to determine whether probable cause exists to detain you after 72 hours for a further period of up to 14 days. The 72-hour period is exclusive of weekends and holidays. You have the right to communicate immediately with an attorney, and if indigent, the right to have an attorney appointed to represent you before and at such hearing, and the right to be told the name and address of the attorney appointed. You have the right to remain silent and any statements you make may be used in the involuntary proceedings. At the probable cause hearing, in addition to the rights listed for all patients you also have the right to present evidence on your behalf and to cross-examine the witnesses who testify against you. You have the right to refuse medication beginning 24 hours prior to the probable cause hearing. You have the right to receive a copy of specific facts alleged to have caused your present detention and possible future detentions.

**Washington Administrative Code 246-341-0600 (April 2019)**

**You may voice complaints or grievances about your care or concerns either verbally or in writing and have prompt follow up.** Ask to speak to the charge nurse, department manager or contact one of PeaceHealth’s Risk Management team members using the phone numbers provided below.

You may receive a copy of agency grievance system procedures according to WAC 182-538D-0654 through 182-538D-0680 upon request and to file a grievance with the agency, or behavioral health organization (BHO), if applicable, if you believe your rights have been violated. You may lodge a complaint with the department of health if you feel the agency has violated a WAC requirement regulating behavior health agencies.

<p><b>PeaceHealth St. Joseph Medical Center</b> 2901 Squalicum Parkway Bellingham, WA 98225 360-734-5400</p> <p><b>Hotline to the Heart</b> 1-844-749-8817</p>	<p><b>PeaceHealth Peace Island Medical Center</b> 1117 Spring Street Friday Harbor, WA 98250 360-378-2141</p> <p><b>Hotline to the Heart</b> 1-844-749-8817</p>	<p><b>PeaceHealth United General Medical Center</b> 2000 Hospital Drive Sedro-Woolley, WA 98284 360-856-6021</p> <p><b>Hotline to the Heart</b> 1-844-749-8817</p>
--	---	--

<p><b>PeaceHealth St. John Medical Center</b> 1615 Delaware Street Longview, WA 98632 360-414-2000</p> <p><b>Hotline to the Heart</b> 1-844-749-8817</p>	<p><b>PeaceHealth Southwest Medical Center</b> 400 NE Mother Joseph Place Vancouver, WA 98664 360-514-2000</p> <p><b>Hotline to the Heart</b> 1-844-749-8817</p>	<p><b>Washington State Department of Health</b> HSQA Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857</p> <p>Phone: 360-236-4700 Toll Free: 800-633-6828 Fax: 360-236-2626</p> <p>Email: <a href="mailto:HSQAComplaintIntake@doh.wa.gov">HSQAComplaintIntake@doh.wa.gov</a></p>
--	--	---