

Policy & Procedure

Effective date signifies approval of this MHS policy by the Quality Leadership Council	
Policy No.	
Effective Date: 2/03	Page 1 of 5
Date of Origin:	Review Date: 2/05
Point of Contact: Marilyn Schultheis	Telephone Number:
Proponent: Legal Services	

Subject: Patient Rights and Responsibilities: Adults and Special Rights of Adolescents
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1. Purpose: To define patient rights by law and policy, and define the procedure for providing this information to patients and families with MultiCare.

2. Policy:

a. Patient rights and responsibilities posters will be prominently displayed throughout MultiCare Health System in patient care areas.

b. All patients admitted to an acute care facility (in-patient status) will be provided a copy of the Patient Rights and Responsibilities brochure at the time of admission (or as soon as feasible).

c. MultiCare supports the philosophy of patient rights and all staff (employed, volunteer and contracted staff) will support and follow the rights of patients at MultiCare. Observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his/her physician and the organization.

3. References:

- a.** Joint Commission standards on Patient Rights.
- b.** CMS Conditions of Participation.
- c.** Advance Directives Policy.
- d.** Interpretive Policy.
- e.** Grievance/Concern/Complaint Policy.

4. Responsibilities:

a. All MultiCare staff (employed, volunteer and contracted) will support and abide by the rights of patients who seek services within MultiCare Health System.

b. All personnel responsible for admitting patients to the "inpatient" status will provide a copy of the Patient Rights and Responsibilities brochure at the time of admission (or as soon as feasible).

c. All Directors/Managers in patient care areas (includes both inpatient and outpatient settings) will ensure that a current, legible copy of patient rights is posted in their area.

5. Patient Rights:

a. Patients Have the Following Rights by Law:

- (1) The right to personal privacy.
- (2) The right to receive care in a safe setting.
- (3) The right to be informed of their rights and responsibilities, and receive a written copy, in advance of furnishing or discontinuing patient care whenever possible.
- (4) The right to be free from all forms of abuse or harassment.
- (5) The right to file a grievance (see back panel of brochure for more information on how to file a grievance) and if filed, the right to a written notice that contains the name of the contact person, steps taken to investigate, results and completion date.
- (6) The right to participate in the development and implementation of their plan of care.
- (7) The right to make informed decisions regarding their care, including being informed of their health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- (8) If the patient is an adult, the patient has the right to formulate Advance Directives and to have hospital staff and practitioners who provide care in the hospital comply with these Directives.
- (9) The right to have a family member or representative of the patient's choice and the patient's physician notified promptly of the patient's admission to the hospital.
- (10) The right to the confidentiality of the patient's clinical records.
- (11) The right to access information contained in the patient's clinical records within a reasonable time.
- (12) The right to be free from restraints and seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.

b. Additional Patient Rights:

- (1) The right to an interpreter, free of charge.
- (2) The right to a complete explanation of the patient's condition.
- (3) The right to appropriate assessment and management of pain.
- (4) The right to understand all the choices for treatment including alternatives (including no treatment), risks and benefits.
- (5) The right to obtain a second opinion.
- (6) The right to choose whether or not to participate in medical research studies with complete information about the study, written consent to participate if the patient chooses to do so, and no reprisal in the patient's medical care if the patient chooses not to participate.
- (7) The right to know the name and role of each person participating in the patient's care.
- (8) The right to know about the patient's medications, any equipment used and community resources the patient might need.

- (9) The right to pastoral care and other spiritual services.
- (10) The right to have the patient's bill explained.
- (11) The right to obtain copies of the patient's medical records.

c. Special Rights of Adolescents:

(1) In addition to the patient rights stated above, the law provides the following rights for adolescent patients.

(a) A minor patient 13 years or older may consent to outpatient treatment for mental health and substance abuse issues (drugs and alcohol).

(b) A minor patient 14 years or older may consent to outpatient treatment for sexually transmitted diseases.

(c) A minor patient, regardless of age, may consent to birth control or pregnancy related care.

(d) Emancipated minors may consent for their own treatment.

d. Patient Responsibilities

(1) Let someone know if you don't understand what you are being told.

(2) Tell us everything you know about your health.

(3) Let someone know if there are changes in your condition.

(4) Participate in your health care by making decisions, following directions and accepting responsibility for your choices.

(5) Respect the rights and privacy of others.

(6) If you are unable to keep an appointment, let someone know as soon as possible.

(7) Deal with your bill promptly and let the billing department know if you need to make special payment arrangements.

e. Concerns/Complaints/Grievances: If a patient has concerns regarding care or services provided by MultiCare Health System, the concern should be addressed at the lowest possible level and in most timely way possible. Staff should use the Grievance/Concern/Complaint Policy for guidance. Staff should also let the patient know he/she may also call the MHS Customer Concern Line, Monday - Friday, 8 a.m. - 4:30 p.m. If the patient calls after hours, the patient may leave his/her name and phone number, and the patient will receive a return call the next working day. The Customer Concern Line is: **1-800-342-9919**. After hours, in an emergency situation involving a significant grievance or complaint, they may contact the operator at **253-403-1000**.

f. Patients may also write to MultiCare at the following address:

Grievances
MultiCare Health System
Attn: Service Recovery T2-CN
P.O. Box 5299
Tacoma, WA 98415-5299

aplatt 1/9/03 11:50 AM

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(1) A representative of MultiCare Health System will attempt to resolve all concerns/grievances at the time of receipt. If the grievance is received via message or mail, the complainant will be contacted within 5 business days of receipt. The complainant will receive a written notice within 45 days outlining the resolution, the name and telephone number of a contact person for any further correspondence, steps taken to investigate, results and completion date. Please see Grievance/Concern/Complaint Policy.

g. Patients also have the right to file a complaint with the Washington Department of Health, regardless whether they choose to first use the MultiCare Health System grievance process. The Washington Department of Health Hospital Complaint Hotline is (800) 633-6828.

h. Additional Options: Patients have the right to file a complaint or ask for help from any of the following Washington State agencies:

- **Adult Protective Services**
(800) 442-5129
- **Child Protective Services**
(800) 422-7517
- **Consumer Protection Agency**
(800) 551-4636
- **Health Facilities and Services Licensing**
(360) 705-6652
- **Medicaid Fraud Control Unit**
(253) 593-2154
- **State Attorney General**
(800) 551-4636

6. Procedure:

a. A Patient Rights poster or brochures will be displayed/available at all registration and information desks and other key locations within departments and service areas.

b. A written copy of MultiCare's Patient Rights and Responsibilities brochure will be provided to each patient upon admission.

c. Children and their families are provided a pediatric patient rights statement that is geared to a fifth-grade reading level and addresses the rights of the family in the context in which the child receives care. Parents/guardians are encouraged to explain to the pediatric patient his/her rights as appropriate to the child's age and understanding.

d. Patients who are unable to read or understand the patient rights written statement due to age, language, or mental capacity will have their rights explained to them in a manner appropriate to their communication needs, whether through an interpreter or other means. This will be documented in the patient's medical record.

e. Staff will refer to the Grievance/Concern/Complaint Policy when dealing with a patient who believes his/her rights have not been respected or have been violated.

f. All Patient Rights Brochures and posters have form numbers and are to be ordered through Print Shop. Brochure stands are available through Materials Management.

7. Forms:

- a. Patient Rights Brochure, Adult and Special Rights of Adolescents
- b. Patient Rights Poster, Adult and Special Rights of Adolescents
- c. Pediatric Patient Rights Brochure
- d. Pediatric Patient Rights Poster

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