



Welcome to Providence Swedish

PATIENT AND FAMILY HANDBOOK



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Welcome to Providence Swedish

Providence Swedish has served the Puget Sound region since the first Providence hospital opened in Seattle in 1877 and the first Swedish hospital opened in 1910. Together, we are committed to delivering the highest-quality, compassionate health care at the best value.

As we have moved to a unified brand, Providence and Swedish continue to honor one another's distinct identities, as we have since 2012. Providence will remain a faith-based organization, and Swedish will remain secular. Swedish locations will continue to provide certain services that may not be available at Providence according to the original affiliation agreement.

Today, Providence Swedish represents the largest, most comprehensive health care delivery system in the Puget Sound with eight hospital campuses, including our five Swedish hospital campuses. We also have ambulatory care centers in Redmond and Mill Creek and Swedish Medical Group, Providence Medical Group, and Pacific Medical Centers, a network of over 200 primary and specialty care clinics throughout the Puget Sound.

Providence Swedish's innovative care has made it a regional referral center for leading-edge procedures such as robotic-assisted surgery and personalized treatment in cardiovascular care, cancer care, neuroscience, orthopedics, high-risk obstetrics, pediatric specialties, organ transplantation and clinical research.

Every member of your health care team, from technicians and nurses, to doctors and surgeons, works hard to keep Providence Swedish at the forefront of medical science, relying on progressive research and technology, striving to obtain the best outcomes for our patients.

We trust that your experience here will make you feel comfortable and confident. We are honored you have chosen to receive the highest-quality medical care from us, and from the nurturing hands of people who love their work, are experts at what they do, and are committed to your health, safety and security.



FIRST HILL



CHERRY HILL



BALLARD



EDMONDS



ISSAQUAH

Over a century of excellence

Since its founding, the mission and purpose of Swedish has been to improve the health and well-being of each person we serve. As Swedish evolved over the past century and affiliated with Providence to become Providence Swedish, our patient-centered commitment has remained the same.

As two organizations that have served the Puget Sound region for well over a century, we knew we could make a bigger difference together than we could on our own. The concept of “better together” has proven true many times, especially throughout the pandemic. Providence Swedish works together to ensure the Puget Sound region is healthy, vibrant and thriving.

To help ease your experience, we have created this handbook to introduce you to your care team and to help address concerns or questions you may have. Please feel free to ask any member of your care team or our staff for clarification or for more information about your stay or your care. It is critical that you actively participate in your care and that Providence Swedish fulfills its obligation of meeting your needs during your stay.

We understand that undergoing care in a hospital can be a stressful situation. We are committed to providing you with excellent care. Whether you are undergoing a routine examination, receiving critical care for an urgent health matter, or completing your recovery, your health and safety are our utmost priority.

On behalf of the thousands of caregivers dedicated to providing our community with the highest quality of care, we want to thank you for choosing Providence Swedish as your health care provider.

The Providence Swedish Leadership Team



Partners in your care

Doctors and other care team members

You will likely meet several different members of your health care team during your stay at Providence Swedish. Some health care team members are employed by Providence Swedish while others are in private practice. The attending doctor, usually a specialist, directs your treatment and care in the hospital. In some cases residents or fellows will assist an attending doctor (these are doctors who have finished medical school and are undergoing further training with the supervision of the attending doctor). Your health care team may also include a nurse practitioner and physician assistant.

My doctor is: _____

My resident is: _____

My nurse practitioner is: _____

My physician assistant is: _____

Hospitalist

Another doctor you may meet is a hospitalist. They work only at the hospital, caring for patients and coordinating with your health care team. They can help provide expert care around the clock.

A hospitalist will visit you every day. If your family members would like to talk with your hospitalist, ask your nurse to arrange a call or meeting between 7 a.m. and 5 p.m.

My hospitalist is: _____

Nurses

Registered nurses (RNs) and certified licensed practical nurses (LPNs) are the people who provide your bedside care while you are in the hospital. Following your health care team's treatment plan and your nursing care plan, they administer medications, monitor your vital signs, encourage your full participation in your care and make sure that you are as comfortable as possible. Dedicated to your well-being and safety, nurses serve as your advocate and help educate you about your condition and answer any questions you may have.

My nurses are: _____

Case manager

During your hospitalization, a case manager will be available to you. The case manager works with you and other members of the hospital team to coordinate your plan of care for when you leave the hospital. Your case manager can answer questions you may have about insurance coverage while you are here, and make sure that your move from Providence Swedish to your home or another level of care is as smooth as possible.

My case manager is: _____

Expressing thanks to your team

There are several ways to share messages of appreciation with your team if you are interested in sending your thanks after your stay with us. You can nominate your nurse for a DAISY award at swedish.org/contact/swedish-daisy-award. You can also send general messages of gratitude to any member of your care team at swedishfoundation.org/gratitudegarden.



DAISY
nominations



Gratitude
Garden

Specialists

For some patients, a specialist such as a surgeon may provide part of your care. Your hospitalist will choose the right specialist for you.

Nursing Assistants

Certified (NACs) are the people who under the direction and supervision of a registered nurse or licensed practical nurse, assists in the delivery of nursing and nursing-related activities to patients in a health care facility.

Other caregivers

Specialists in dozens of areas are on hand to make your stay more comfortable and help you heal faster. These include physical, respiratory and occupational therapists, as well as laboratory technicians,

diagnostic imaging staff, environmental service technicians (custodial), dietitians, pharmacists, social workers and chaplains. Though you may not need their services while you are here, it's reassuring to know that they're available if you do.

Caregiver names I want to remember:



A culture of safety

Keeping your belongings safe

- **Valuables (e.g., jewelry, money):** For security, please ask a loved one to keep your valuables while you are in the hospital. If this is not possible, ask a staff member to put them in the hospital safe.
- **Personal items:** You are responsible for all personal items you keep with you (including glasses, hearing aids and dentures). Please keep only what you need during your stay.

Know your medicines

- If you did not bring a list of your medicines with you, please ask someone to bring a list or a photo of your pill bottles to the hospital. Include all the medicines you take and the doses, even over-the-counter (non-prescription) medicines, vitamins and herbal remedies.
- Always ask questions about any medicine that is new to you. Know what it is and why you are taking it.
- If you have a reaction to a new medicine, report it to your health care team right away.
- Remind your health care team about any allergies or bad reactions to medicines you have had in the past.
- While you are in the hospital, your medicines may change from what you were taking at home. Before you go home, be sure you know if there are medicines you need to stop taking, which medicines to keep taking and any new medicines you will be taking. If you have any questions, **be sure to ask!**

Help us support healing

There is a lot more noise in the hospital than you may be used to at home. We want to help you heal by decreasing as much noise as we can. Please let us know if noise is keeping you from being able to rest.

Ask any caregiver if you would like ear plugs or an eye mask.

Bedside report

Your nurses change shifts every 8-12 hours. At each shift change, both nurses will come to your room to discuss important information about your care.

Your involvement is important to ensure that your new nurse receives correct information and input from you, and your family is included.

Preventing falls

Falls are a real risk in the hospital. You may be less steady than you think. For your safety:

- Tell us if you have fallen in the last year.
- Tell us if you feel dizzy, weak or unsteady.
- **Avoid getting up without help, even to go to the bathroom.**
- Follow any instructions you are given to prevent falls.

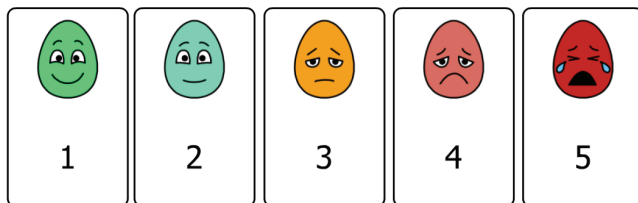
Your stay at Providence Swedish

Achieving excellent communication

Effective communication between patients, their companions and caregivers is essential for safe and timely medical treatment. If English isn't your preferred language, or you have hearing, speech and/or vision loss, Providence Swedish offers qualified medical interpretation in over 200 languages and dialects, in addition to sign language interpreters and other communication aids such as assistive listening devices, communication boards, translated patient materials, Braille and CART services, and closed captioning (where available). Qualified interpretation and communication services are available 24/7 at all Providence Swedish campuses, and are free of charge. For patient safety, we do not support the use of family members, friends or children as medical interpreters, but we welcome them to help support you during your visits. With your permission, we can share information as requested by you with them. Please let us know your specific communication needs in advance, if possible.

Making you comfortable

Although some pain and discomfort can occur as you recover, our goal is to keep you comfortable enough to be active in daily care, to rest and to relax. We will ask you to use a 0-5 pain scale to describe any pain you have. We will ask you often about your comfort level and how medications and treatments are working for you. We'll help you to change your position as needed and may offer heat, cooling therapies or other helpful techniques. Please let your team know if your pain level keeps you from participating in your recovery, if there is a change in how your pain feels, where you hurt, or if a pain medication wears off sooner than expected. We will make every effort, but we may not be able to take all the pain or discomfort away.



Reaching out to friends and family members

Keeping loved ones and friends informed about your condition is an important and necessary task. To make it easier and less time consuming, we recommend using a free, secure and private web service called CaringBridge. It allows you to create a personalized website for posting photos, videos and journal entries. If you want to learn more, go to the site www.caringbridge.org.

Compassionate listening

As a hospital patient, family member or friend, you may face challenging times that affect your body, mind and spirit. Here at Providence Swedish, we want to support your emotional and spiritual needs. Chaplains are available to listen compassionately, talk through concerns, explore sources of hope, and help facilitate spiritual or cultural practices. Chaplains serve people of all religious and spiritual traditions, including those who don't identify themselves as religious or spiritual.

Visitor guidelines

We believe that the presence of supportive friends and relatives helps you heal faster and makes you feel more relaxed and comfortable. Ask your care team about our current visitor guidelines. On the other hand, if there's someone you don't want to visit, let us know and we'll make sure your request is fulfilled.

Sometimes your need for rest or treatment, or the presence of another patient in the room, may require nurses to limit the number of visitors and/or the duration of their stay. Your nurse will let you know if there are any special visitor restrictions. To allow us to keep track of people in the hospital, we will need to issue I.D. badges to your visitors if they are here outside of regular visiting hours (5 a.m. to 9 p.m.). Some units at Providence Swedish require visitors to wear I.D. badges at all times.

All visitors are required to behave in a respectful and considerate manner. Those who do not may be asked to leave. Please request that visitors with a contagious illness (such as a cough, cold, flu, COVID-19, chicken pox, measles or mumps) stay away from the hospital, where they might infect you or others in the facility.

Connecting to Providence Swedish

Providence Swedish wants to help you and your family make your most informed health decisions. Visit our blog at blog.Swedish.org, for health and wellness news and advice from Providence Swedish experts to help you and your loved ones live your healthiest, happiest lives.

Follow us:

Facebook: [@ProvidenceSwedishMedicalCenter](https://www.facebook.com/ProvidenceSwedishMedicalCenter)

Twitter: [@ProvSwedish](https://twitter.com/ProvSwedish)

Instagram: [@ProvidenceSwedish](https://www.instagram.com/ProvidenceSwedish)

LinkedIn: [linkedin.com/company/Swedish-Medical-Center](https://www.linkedin.com/company/Swedish-Medical-Center)

YouTube: [youtube.com/user/SwedishSeattle](https://www.youtube.com/user/SwedishSeattle)

Also, keep an eye on your inbox for our regular Health News patient email. A convenient link is available to change your subscription preferences.

Free internet connection

To stay in touch with loved ones or check email, we offer a free Internet connection to you and your visitors. You can also use this connection to access health-information materials at our website: www.swedish.org.

Personal belongings

In an effort to ensure the safety and security of everyone at Providence Swedish, we reserve the right to inspect you and your belongings. This procedure is outlined in the Conditions of Admission consent form you signed, and allows us to screen for items such as weapons and illegal drugs.

Smoking guidelines

To protect the health of our patients, visitors and staff, smoking cigarettes, cigars, sheesha, e-cigarettes (vaping), marijuana or chewing tobacco in or around a Providence Swedish facility is prohibited. Your nurse will ask if you would like help to quit tobacco. Studies show that with the right program nearly anyone can quit smoking. Sometimes a hospital stay provides an excellent incentive to stop. Please ask your nurse for more information or call 1-800-QUIT-NOW.

Policies about other sources of smoke or flame

While we understand that burning incense or candles can be a religious or cultural ritual, we do not allow their use in any Providence Swedish facility because of their potential for starting a fire or reducing air quality.

Scents and sensibility

As strong scents can irritate other people and cause a health hazard for them, we ask that everyone who enters a Providence Swedish facility refrain from using perfumes, body lotions or cologne.

Animals

Service animals are welcome in any Providence Swedish facility. Pets are not permitted. The care and supervision of a service animal is solely the responsibility of the owner. Animals must be under the full supervision and control of an accompanying adult. Providence Swedish Medical Center staff are not able to provide care, food, grooming, activity, or a special location for the animal. If the animal's presence or behavior poses a health or safety risk, it will need to leave the facility and Providence Swedish will assist in meeting accommodation needs.

Photo, video and privacy ethics

Everyone has a right to privacy while working, visiting or being treated at a Providence Swedish facility. Please respect the privacy rights of others while you're here, and do not record audio, video or photos of patients, visitors or employees, unless you obtain their written permission. Recording without permission is a crime in Washington state.

Your medical records

How we protect your personal health information

Providence Swedish handles your health information in strict accordance with federal and state privacy laws. You can view the specific provisions of our privacy guidelines by requesting a copy of our Notice of Privacy Practices, available in various languages. Simply ask your caregiver or look online at www.swedish.org/medicalrecords. Or you may call 206-215-2613 to request a written copy.

How you can access your health records

MyChart offers on-line access to portions of your electronic health record (EHR). It enables you to securely use the Internet to receive and help manage information about your health. It is a great way for you to use a computer or smart phone to view your health history, lab test results, make appointments, order prescription refills and more. It is private and simple to use. For more information about a MyChart account, visit: www.swedish.org/landing-pages/swedish-mychart.

Request a copy of your medical records from Release of Information (ROI)

You have the right to obtain a copy of your medical records by submitting a written request. You may choose the Patient Request for Access Form or write a letter with the following required elements:

1. Signed by the individual (patient)
2. Identify the patient, preferably by name and date of birth
3. Identify the person designated to receive the records
4. Identify what records are to be included
5. Identify where to send a copy of the protected health information

A packet containing what you need to know to request your records is also available at the hospital's Information Desk, or you can go to www.swedish.org/medicalrecords. You may contact Release of Information at 206-320-3850 for more information.



Medical care directives

About “Living Wills” and other advance directives

Advance directives are written instructions telling us what medical treatment you do and do not want in case you are unable to make those decisions yourself. Before creating and signing these documents, we advise talking it over with family members, friends or religious advisors. During admission or for a pre-admission visit prior to surgery, you will be asked if you have a Healthcare Directive (sometimes called a “living will”), a Durable Power of Attorney for Healthcare (which identifies a person to make medical decisions for you if you cannot), and if you want to be an organ donor. When checking into the hospital, give your medical care directives, if you have them, to the admitting nurse, who will add them to your medical record. If you have any questions about getting medical care directives, please ask your social worker or nurse.

When is CPR used?

Providence Swedish uses CPR (Cardio-Pulmonary Resuscitation) when a person’s heart or lungs suddenly stop working. It usually involves chest compressions, the use of drugs and/or electric shock to attempt to restore the heartbeat, and the placement of a bag-valve mask for breathing or a tube in the windpipe to maintain breathing. Patients who do not want CPR must get a written doctor’s order beforehand stating that they are a DNR (Do Not Resuscitate) patient. A decision to be a DNR patient or not receive any other life-sustaining treatment will in no way prevent patients from receiving care. For more information on CPR, visit cpr.heart.org/en/resource/what-is-cpr.

What is a POLST?

In addition to advance directives, patients may choose to add a document obtained from their doctor called a POLST form. POLST stands for Physician’s Order for Life Sustaining Treatment. This document is recommended for anyone with an advanced, life-limiting illness or chronic frailty. Health care teams use the POLST to represent a patient’s wishes clearly with specific medical orders indicating what types of life-sustaining treatment they want or do not want at the end of life.

What is a Mental Health Advance Directive?

A Mental Health Advance Directive is a specific type of Living Will that allows you to write down how you would like your mental health treatment handled in the future. It goes into effect only in the event you are determined to be “incapacitated” – temporarily unable to make sound choices due to an episodic occurrence of mental illness. When you create this type of advanced directive, it can help to direct your care, including specific treatments that you would or would not want to receive if determined to be incapacitated. You can also name an alternate decision-maker (called an agent), giving someone you trust the legal authority to make mental-health decisions on your behalf if you are determined to be incapacitated. Mental Health Advance Directives are authorized by Washington state law. If you have a Mental Health Advanced Directive, make sure your treatment team and your agent (if you named one) has a copy of this directive. If you would like more information, please ask to speak with a social worker.

Help with difficult ethical decisions

Sometimes patients and their families are faced with complicated treatment decisions. Our Ethics Consult Team – composed of doctors, nurses, chaplains and social workers– is available for consultation. If you desire an ethics consult you are encouraged to notify a member of your care team.

The gift of organ donation

Being an organ donor is an act of generosity and love that can make a huge difference in not just one life, but as many as 50! The need is tremendous, for today some 120,000 people are on organ waiting lists in the U.S., and many will suffer for years before a suitable donor can be located. Often the families of organ donors report that their grief is lessened when they know their loved one’s organs have breathed new life into other people. If you haven’t already declared yourself an organ donor, talk it over with family and friends.

To learn more, go to the Life Center Northwest website at: www.lcnw.org/ or Donate Life Today at www.donatelifetoday.com or call 1-877-275-5269.

Patient rights and responsibilities

Our commitment to you, our patient:

At Providence Swedish, we believe health is a human right. Every person deserves to live their healthiest life. Our mission calls for us to care for all by honoring the dignity and diversity of each person. We welcome you, at every stage of life, and we are committed to providing care that recognizes and affirms you as a whole person. We strive to create a welcoming, safe and respectful environment for you to celebrate life's most sacred moments and for us to stand by you when times are tough. You can count on us to hear you, understand you and work with you to meet your health goals. More than a place of healing and health, we're committed to eliminating health inequities, including giving everyone equitable access to safe, high-quality, effective care. We will not discriminate, and you can expect care that is free of prejudice. We thank you for entrusting us with your care – it is our greatest responsibility and honor.

As our patient, you have these rights:

To respect, dignity, and justice

You have the right to receive considerate, compassionate, confidential and respectful care. You will be treated with dignity, and therefore be free from neglect, exploitation, abuse, harassment, racism or discrimination. All patients have the right to be free from physical or mental abuse, and corporal punishment. Providence Swedish will provide high-quality, inclusive care to all who visit us. We see you as the unique person you are, and we will provide your care in a culturally responsive manner.

We are committed to removing the causes of oppression. We respect and diligently care for all individuals accessing services. We welcome people of all races, ages, creeds, ethnicities, cultures, national origins, citizenship, languages and/or immigration statuses, economic statuses, the source of payment for care, religions, traditions, practices and ancestries. We honor and respect all marital, domestic partnership or civil unions, appearances and body sizes, sexes, sexual orientations and gender identities

or expressions. We welcome and provide equitable care for all physical or psychiatric or intellectual disabilities, handicaps or abilities, medical conditions (including HIV/AIDS status, cancer, genetic, substance use and eating disorders), family medical histories, veteran or military statuses, and any characteristic protected by federal, state or local law.

To a safe environment

You have the right to receive care in a safe setting, to access protective and advocacy services, and to be free from abuse and harassment.

To be free of restraint or seclusion

You have the right to be free from restraint or seclusion. The use of restraint or seclusion for the following reasons is prohibited: based on the patient's race, color, national origin, age, disability (recognized by anti-discrimination laws), or sex (including pregnancy, sexual orientation, gender identity and expression), and all other categories protected under the law. Hospital and professional staff members receive education and training (in accordance with statutory and regulatory requirements) on assessment of patients who exhibit behaviors that may inhibit the patient's ability to protect themselves and others from harm or injury.

To your chosen visitors

In accordance with applicable hospital and clinic policies, you have the right to receive visitors of your choice. These visitors include, but are not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. These visitors will not be restricted or otherwise denied visitation privileges because of race, color, national origin, sex, sexual orientation, gender identity or expression, age or disability. You hold the right to withdraw or deny such consent at any time. You also have the right to have a family member or representative of your own choice and your own primary care physician notified promptly of inpatient admission to the hospital.

Providence Swedish reserves the right to impose restrictions visitation to individual patients or to all patients based on safety and infection prevention interventions.

To access medical care responsive to your unique needs

You have the right to access services, treatment or accommodations that are available at our facilities and that are medically necessary. Our goal is to align with your personal health and life goals and take into account all of who you are. In accordance with applicable hospital policies, patients with disabilities have the right to designate at least three support persons, including at least one support person to be present at all times in the emergency department and/or during a hospital stay.

To discuss and participate in your health care decisions

You have the right to discuss, ask questions about, and make decisions regarding your care. You know yourself best, which is why we listen to your health goals and partner with you to achieve them. You will have your personal, cultural and spiritual values, preferences and beliefs honored when deciding about treatment. If you desire, your trusted decision maker or others of your choosing may participate in decisions about your care. You also have the right to request the consultation of a specialist, ethicist and/or chaplain. And, to help ensure you understand the care being given or proposed, interpreter services are available at no cost to you.

To have your wishes honored

You have the right to have your treatment decisions respected. If you become unable to speak for yourself in making decisions about your care, we will respect the decisions of the person you named as your power of attorney for health care, health care agent, or trusted decision maker. If your advance directive or other advance care planning document indicates preferences regarding specific treatments, we will honor your choices within the limitations imposed by your condition. If you do not have an advance directive or similar advance care planning document on file, we will offer to help you in completing one. Providence Swedish's focus for care through the end of life is on meeting the needs of patients and their loved ones, alleviating their suffering, and improving the quality of their lives. We will provide access to spiritual care, palliative care and hospice care within a full continuum of care. When appropriate, we will help coordinate donations of organs and other tissues as in accordance with your directives while providing compassionate end-of-life care.

To informed consent and declination of care

You have the right to be informed by your doctor of your diagnosis, treatment and prognosis in a way that you understand, so that you can make informed decisions regarding your care. To the degree possible, this should be based on an explanation of your condition and all proposed procedures and treatments, including the possibility of any serious risks or side effects, problems related to recovery and the probability of success. In addition, you have the right to understand the risks and benefits of not having the proposed procedures and treatment. Your right to receive treatment is not conditioned upon having an advanced directive, POLST, or an order withdrawing or withholding life support such as a Do Not Resuscitate order. Patients and designees have the right, to the greatest extent possible, to participate in decisions concerning their medical care, including any research projects or ethical issues that may arise. This includes the right to decline treatment or leave the hospital, even if advised not to do so by your provider for medical reasons.



To continuity of care

You have a right to receive information that allows you to understand the choices that you have as we assist you in planning for continued health care needs that may exist when you leave our care and facilities. This includes coordinating treatment, evaluations and if necessary, transferring to another facility.

To adequate pain control

You have the right to have your pain managed while receiving care and services.

To communicate about your care

You are encouraged to learn and ask questions about the treatment you are receiving. If necessary, our staff will obtain an interpreter at no cost to you or provide other means for you to fully understand the care being given to you or proposed. Unless you tell us not to, we retain the right to notify your established primary care practitioner, primary care practice group/entity, or other practitioner group/entity, as well as all applicable post-acute care services providers and suppliers of your admission, discharge or transfer from the hospital. Upon your request, we will notify the family member of your choice of your admission, discharge or transfer from our hospital.

To your medical records

You have right to receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care in terms you can understand. You have the right to access your medical records. You will receive a separate Notice of Privacy Practices that explains your rights to access your records. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise during your care, including issues of conflict resolution, withholding resuscitative services and forgoing or withdrawing of life-sustaining treatment. In addition, you have the right to sign up for the MyChart patient portal. MyChart provides up-to-date information on appointments, medications, health conditions, labs, studies, after-visit summaries, clinical notes and other information in real time with no unique access request. Please visit Providence.org for more information.

To privacy and confidentiality

You have the right to confidential treatment of all communications and records pertaining to your care and stay. You will receive a separate Notice of Privacy Practices that explains your privacy rights in detail and how we may use and disclose your medical information. You have the right to have personal privacy respected. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. You have the right to know the name of the licensed health care practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating the care, the names and professional relationships of physicians and nonphysicians who will see you and to be told the reason for the presence of any individual.

To voice complaints about your care and receive a response from us

You have the right to voice concerns or complaints about your care and to receive a response from us, without impacting the quality or delivery of your care. You may report or contact any of the listed leadership agencies listed on page 16, "Comments and Concerns." Further contact information for complaint and grievance reporting is available at your chosen health care facility or location.

To understand your financial responsibility and options for assistance

As our patient, you can request a cost estimate and you have the right to receive a copy of a clear, understandable itemized bill. Upon request, you can also have charges explained. If you are experiencing financial hardship, please contact our customer service center at 1-866-747-2455. You can find out about payment options or whether you qualify for financial assistance, regardless of insurance coverage. We are committed to working with any of our patients who ask for assistance to pay a medical bill.

To information on care facility policies

If requested, you will receive information about our policies, rules or regulations applicable to your care, including the use of service animals in public spaces within care facilities, based on federal law.

As a patient, family member or visitor, you have responsibilities:

Providence Swedish is a place of healing, where caregivers, patients, family members and visitors alike should feel welcome, safe and respected. We ask and expect all people who come through our doors or seek care with us to behave in a manner that honors everyone's dignity, and helps us to provide high-quality, compassionate care. Our staff members are chosen for their skill and expertise and their safety is paramount. Harassment or mistreatment of our staff will not be tolerated. While in our care or visiting someone who is, we expect the following of you:

- Be considerate and respectful of those around you, including to those providing care or receiving it.
- Understand that caregivers will not be reassigned for reasons unrelated to their professional role.
- Refrain from using discriminatory and/or derogatory language or behavior of any kind. It will not be tolerated and may result in your exclusion or removal from the facility.
- Inform your provider about your health priorities, so you can create a plan together.
- Provide your medical history and treatment information accurately and completely.
- Report unexpected changes in your condition, take part in decisions, and ask providers questions about your care.
- Consider your providers' advice and follow the treatment plan that is recommended. This includes notifying your providers if you are unable to keep an appointment or follow medical guidance.
- Provide us with a copy of your medical advance directive, living will and/or the identity and contact information of your designated trusted decision maker, if you have one.
- Work with your caregiver to complete a medical advance directive, if you don't have one.
- Understand your financial responsibilities and options for financial assistance.
- Follow care facility policies.
- Leave all personal belongings at home.



Scan this QR Code to learn more about your Patient Rights and Responsibilities.

Patient checklist

We want your hospital stay and recovery to go well. You are encouraged to choose a family member or friend to support you and learn about your care. You and any support person will play an important role in your healing.

Please check the boxes below as you complete them and write down any questions you have.

My support person is: _____

My phone number is: _____

I expect to leave the hospital on: _____

My transportation (ride home) is arranged with: _____

I am in the hospital because: _____

While I am here...

- I understand my medicines, treatments and tests.
- I am as comfortable as possible.
- I am participating in daily activities as much as possible.

Before I leave...

- I know which medicines I need to take, why, and what side effects to watch for. I know how and where to get them and I can afford them.
- I understand my condition/illness and what symptoms to report.
- I know what activities are safe for me.
- I know what I can eat.

To be ready to go...

- I have a plan to get any equipment I may need.
- I know which doctor(s) to call and have their phone number(s).
- My follow-up appointments are made. I understand the importance of my follow-up appointments and have transportation to them.
- My questions have been answered.

Billing questions

As you prepare to go home you may have questions about your hospital bill. Will my insurance be billed? How much will I have to pay? What if I'm not able to pay it all at once? Please direct any inquiries to our business office at 206-320-5300, or toll-free at 1-877-406-0438. If it's more convenient, you can find more information or pay your bill online at this web address: www.swedish.org/billing.

Other major associated providers:

- AMR (Ambulance) 800-913-9106
- Cellnetix 800-374-4045
- LabCorp 888-680-4140
- US Anesthesia Partners - Washington 206-625-0578
- Pacific Anesthesia (Edmonds campus) 425-407-1500
- Radia Imaging 888-927-8023

Financial assistance

Providence Swedish cares for people and their health needs whether or not they can pay. We will work with our patients through any financial issues, including finding ways to make medical care more affordable. Providence Swedish hospitals offer financial assistance to eligible patients who are not able to pay for their medical bills. If you are having trouble paying for all or some of your health care, please talk with a patient financial advocate or customer service representative about how we can help you. They can be reached by telephone at 877-406-0438 or on our website at www.swedish.org/patient-visitor-info/billing



Comments and concerns

Comments or concerns about your stay at Providence Swedish

Providence Swedish has a procedure in which patients are able to voice concerns without fear of jeopardizing their care. If you or your family member has complaints about medical care received in our hospital, please feel free to speak with any manager or staff member on your unit. We strive to solve any unsatisfactory issues as quickly as possible during your stay.

You may also contact:

For medical care issues:

Clinical Quality Investigations (clinical-care issues)
747 Broadway
Seattle, WA 98122-4307
206-386-2111
Email: SMC-CQI@swedish.org

For customer experience issues:

If you have concerns, complaints, or positive recognition about any non-clinical aspect of your hospital stay, please email:
CustomerExperience@swedish.org

You also have the right to contact the Washington State Department of Health, or to contact our hospital Accrediting Agency, Det Norske Veritas (DNV) with concerns regarding your hospital stay.

Washington State Department of Health
Health System Quality Assurance
Complaint Intake
P.O. Box 47857
Olympia, WA 98504-7857
1-800-633-6828
Email: HSQAComplaintIntake@doh.wa.gov

Det Norske Veritas (DNV)
DNV Healthcare USA Inc.
Attn: Hospital Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245
1-866-496-9647
Fax: 281-870-4818
Email: hospitalcomplaint@dnv.com
www.dnvhealthcareportal.com/patient-complaint-report

If you are a Medicare beneficiary:

If you are a Medicare beneficiary and have a concern regarding quality of care, your Medicare coverage or premature discharge, you may contact KEPRO:

KEPRO
1-888-305-6759
TTY: 1-855-843-4776

For clinic-based concerns, please contact:

Swedish Medical Group (clinics)
Direct concerns to the clinic manager or patient relations: 206-215-2979
Email: SMG-PatientRelations@swedish.org

Notice of nondiscrimination and accessibility rights

Providence St. Joseph Health and its Affiliates¹ (collectively "PSJH") comply with applicable Federal civil rights laws and do not discriminate against, exclude or treat differently any individuals accessing any PSJH Program or Activity on any basis prohibited by local, state or federal laws, including but not limited to on the basis of race, color, religious creed (including religious dress and grooming practices), national origin (including certain language use restrictions), ancestry, disability (mental and physical including HIV and AIDS), medical condition (including cancer and genetic characteristics), marital status, age, sex (including pregnancy, childbirth, breastfeeding and related medical conditions), gender, gender identity, gender expression and sexual orientation, genetic information (including family medical history), or military/veteran status as those terms are defined under federal and state laws and rules.

In compliance with the Americans with Disabilities Act (ADA), PSJH provides qualified interpreters and other auxiliary aids and services free of charge:

- (1) to people with disabilities to communicate effectively with us, such as: (a) Qualified sign language interpreters; and (b) Written information in other formats (large print, audio, accessible electronic formats, other formats); and
- (2) to people whose primary language is not English, such as: (a) Qualified interpreters; and (b) Information written in other languages.

If you need any of the above services, please contact the Civil Rights Coordinator below. If you need Telecommunications Relay Services, please call 1-800-833-6384 or 7-1-1.

If you believe that PSJH has failed to provide these services or discriminated in another way on the basis race, color, religious creed (including religious dress and grooming practices), national origin (including certain language use restrictions), ancestry, disability (mental and physical including HIV and AIDS), medical condition (including cancer and genetic characteristics), marital status, age, sex (including

pregnancy, childbirth, breastfeeding and related medical conditions), gender, gender identity, gender expression and sexual orientation, genetic information (including family medical history), or military/veteran status, you can file a grievance with PSJH by contacting the Civil Rights Coordinator for your location listed below:

State/Service	Civil Rights Coordinator
Washington/ Swedish	Risk Management & Patient Safety Swedish Health Services 747 Broadway Seattle, WA 98122 Email: nondiscrimination@swedish.org 206-215-2283

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the above-noted civil rights coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW.,
Room 509F, HHH Building,
Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at:
<http://www.hhs.gov/ocr/office/file/index.html>.

¹ For purposes of this notice, "Affiliates" is defined as any entity that is wholly owned or controlled by Providence St. Joseph Health (PSJH), Providence Health & Services, St. Joseph Health System, Western HealthConnect, Covenant Health Network, Inc., or is jointly owned or controlled by PSJH or its Affiliates and bears the Providence, Swedish Health Services, Swedish Edmonds, St. Joseph Health, Covenant Health Network, Covenant Health, Kadlec Regional Medical Center, or PacMed Clinics name.

ATTENTION: If you speak another language, assistance services, free of charge, are available to you. Call 888-311-9127 (TTY: 711).



Scan for information about Providence Swedish's nondiscrimination policy

Español (Spanish)	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-311-9127 (TTY: 711).
繁體中文 (Chinese)	注意：如果您講中文，我們可以給您提供免費中文翻譯服務，請致電 888-311-9127 (TTY: 711)
Tiếng Việt (Vietnamese)	CHÚ Ý: Nếu bạn nói Tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn dành cho bạn. Gọi số 888-311-9127 (TTY: 711).
Tagalog (Tagalog – Filipino)	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 888-311-9127 (TTY: 711).
(Korean)	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 888-311-9127 (TTY: 711) 번으로 전화해 주십시오.
Русский (Russian)	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 888-311-9127 (телетайп: 711).
Հայերեն (Armenian)	Ուշադրություն: Եթե խոսում եք հայերեն, ապա ձեզ կարող են տրամադրվել լեզվական օգնություններ անվճար ծառայություններ: Օգնություն 888-311-9127 (հեռախոս) (TTY) 711.
العربية (Arabic)	يرجى الانتباه: إذا كنتم تتكلمون اللغة العربية، فاعلموا أن خدمات المساعدة اللغوية متوفرة مجاناً لكم. اتصلوا برقم الهاتف 888-311-9127 (أو برقم الهاتف 888-311-9178 عند الاتصال بالمركز الطبي السويدي في إدموندز (أو بخط المبرقة الكاتبة TTY لضعاف السمع والنطق على الرقم 711)).
فارسی (Farsi) Persian (Farsi)	توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. شماره 888-311-9127 (TTY:711) تماس بگیرید.
日本語 (Japanese)	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。888-311-9127 (TTY:711)まで、お電話にてご連絡ください。
ਪੰਜਾਬੀ (Punjabi) Panjabi*	ਦਿਖਾਓ ਖੋਲ੍ਹੋ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 888-311-9127 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।
ខ្មែរ (Cambodian) Mon-Khmer, Cambodian	សូមចាំអារម្មណ៍: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ នោះសេវាជំនួយភាសានឹងមានជូនជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សូមទូរស័ព្ទទៅលេខ 888-311-9127 (TTY: 711)។
हिंदी (Hindi)	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 888-311-9127 (TTY: 711) पर कॉल करें।
Hmoob (Hmong)	LUS CEEV: Yog tias koj hais lus Hmoob, koj tuaj yeem siv cov kev pab txhais lus pub dawb. Hu rau 888-311-9127 (TTY: 711).
ภาษาไทย (Thai)	โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการความช่วยเหลือทางภาษาไทยโดยไม่ค่าใช้จ่าย โทร 888-311-9127 (TTY: 711)
Deutsch (German)	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 888-311-9127 (TTY: 711).
اردو (Urdu)	توجه: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 888-311-9127 (TTY: 711)۔
Українська (Ukrainian) Ukrainian*	УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 888-311-9127 (телетайп: 711).
Français (French)	ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 888-311-9127 (ATS: 711).
Diné Bizaad (Navajo)	Díí baa akó nínízin: Díí saad bee yánífti'go Diné Bizaad, saad bee áká'ánida' áwo'déé', t'áá jiiik'eh, éí ná hóló, koji' hódíílnih 1-888-311-9127 (TTY: 711.)
ພາສາລາວ (Lao) Laotian	ໝາຍເຫດ: ຖ້າທ່ານວາງພາສາລາວ, ມີການບໍລິການຊ່ວຍເຫຼືອ ທາງພາສາໄດ້ໂດຍບໍ່ຄ່າໃຫ້ທ່ານ. ໂທ 888-311-9127 (TTY: 711).
ગુજરાતી (Gujarati)	ધુધુ: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 888-311-9127 (TTY: 711).
Cushite*	XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajjila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 888-311-9127 (TTY: 711).
አማርኛ (Amharic) Amharic*	ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች: በነጻ ሊያግዝዎት ተዘጋጅተዋል: ወደ ሚከተለው ቁጥር ይደውሉ 888-311-9127 (ማስማት ለተሰናድው: 711)
Română (Romanian) Romanian*	ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 888-311-9127 (TTY: 711).
Gagana fa'a Samoa (Samoan) Samoan*	MO LOU SILAFIA: Afai e te tautala i le Gagana Samoa, o loo iai auaunaga fesoasoani, e leai se togoti mo oe, Telefoni mai i le: 888-311-9127 (TTY:711)
Ilokano (Ilocano) Ilocano*	AGATENSION: No agsasaokayo iti Ilocano, dagiti serbisyo para ti tulong iti pagsasao nga awan ti bayadan ket siaadda para kadakayo. Tawagan ti 888-311-9127 (TTY: 711).
Italiano (Italian)	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 888-311-9127 (TTY: 711).
Polski (Polish)	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 888-311-9127 (TTY: 711).
Norsk (Norwegian) Norwegian*	MERK: Hvis du snakker norsk, er gratis språkassistanstjenester tilgjengelige for deg. Ring 888-311-9127 (TTY: 711).
Deutsch (Pennsylvania Dutch)	Wann du schwetszcht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die english Schprooch. Ruf selli Nummer uff: Call 888-311-9127 (TTY: 711).
Somali	OGAYSIIS: Hadaa ku hadasho luuqada Soomaaliga, waxaa kuu diyaara caawiso xaga luuqa daada oo kuu bilaahsh ah Fadlan Wac taleefaankaan. 888-311-9127 (TTY: 711)
Tigrigna/Tigrinya	አትተንትአን: እና የኡስጵኢን ትግርኛ: ለንጉሥን አስስሰታንጭኤ ስርቪሴስ: ፍርድ ኦፍ ቻርግ: ኦሪ አሽላብለ ቶኦኤ: 1-888-311-9127 (ትትይ: 711)
American Sign Language	 



Swedish transplant patient Leo with his daughter, Maria

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www.swedish.org

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Issaquah, WA 98029
T 425-313-4000

MILL CREEK

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T 425-357-3900

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