



PATIENT RIGHTS

Administrative Policy and Procedure	
Approved: April 2019	Next Review: April 2022
Department: Patient Registration, Environmental Services, Nursing (Edmonds campus)	
Population Covered: All patients	
Campus: Ballard, Cherry Hill, Edmonds, First Hill, Issaquah, Mill Creek, Redmond	Implementation Date: May 2013

Related Policies and Procedures:

- [Advance Directive and CPR Preference](#)
- [Cleaning a Discharge Room \(EVS\)](#)
- [Complaints and Grievances: Patient/Family](#)
- [Conditions of Admission Form and Consent](#)
- [Non-Discrimination Policy, PROV-ICP-729](#)
- [Notification of Inpatient Admission](#)
- [Visitation Guidelines](#)
- [Patient Refusal of Care or Treatment Algorithm](#)
- [Potentially Inappropriate Care and Management of Disputed Treatment Requests \(Futile Care\)](#)

Purpose

To provide resources and direction for general communication of patient rights.

Policy Statement

Hospitals must inform each patient (or representative) of their rights. Whenever possible, this notice must be provided before providing or stopping care. All patients, inpatient or outpatient, must be informed of their rights as hospital patients. The patient’s rights should be provided and explained in a language or manner that the patient (or the patient’s representative) can understand in accordance with federal and state law.

Responsible Persons

Patient Registration representatives, Environmental Services staff members.

PROCEDURE	
Responsible Person	Steps
Patient Registration Representatives	1. Review the Conditions of Admission (COA) information with patient/representative at admission per policy guidelines. Offer Notice of Privacy Practices per last clause of the COA.

Patient Registration Representatives, Department Managers	<ol style="list-style-type: none"> 2. Ensure that all Patient Registration areas have handouts of Patient Rights and Responsibilities flyer readily available, including all hospital outpatient departments and emergency departments. 3. Offer patients a copy of the Patient Rights and Responsibilities flyer during the registration process. 4. Ensure that staff accesses and provides translated versions (see Forms, below) when prompted or otherwise appropriate, or arrange interpreter if needed. 5. Ensure that a Notice of Privacy Practices is available at admission, clearly in view of patients visiting the department and available upon request, per state law.
Environmental Services Nursing (Edmonds only)	<ol style="list-style-type: none"> 6. Inpatients: Ensure that a copy of the Welcome to Swedish brochure is placed in every inpatient unit bed according to the EVS policy/procedure Cleaning a Discharge Room. (At Edmonds campus, the inpatient nursing staff members ensure delivery of this brochure during the unit admission process.)

Definitions

None.

Forms

- ◆ Patient Rights and Responsibilities – [Amharic](#)
- ◆ Patient Rights and Responsibilities – [Arabic](#)
- ◆ Patient Rights and Responsibilities – [Cambodian](#)
- ◆ Patient Rights and Responsibilities – [Chinese Simplified](#)
- ◆ Patient Rights and Responsibilities – [Chinese Traditional](#)
- ◆ Patient Rights and Responsibilities – [English](#)
- ◆ Patient Rights and Responsibilities – [English LARGE PRINT](#)
- ◆ Patient Rights and Responsibilities – [Japanese](#)
- ◆ Patient Rights and Responsibilities – [Korean](#)
- ◆ Patient Rights and Responsibilities – [Laotian](#)
- ◆ Patient Rights and Responsibilities – [Oromo](#)
- ◆ Patient Rights and Responsibilities – [Punjabi](#)
- ◆ Patient Rights and Responsibilities – [Russian](#)
- ◆ Patient Rights and Responsibilities – [Somali](#)
- ◆ Patient Rights and Responsibilities – [Spanish](#)
- ◆ Patient Rights and Responsibilities – [Tagalog](#)
- ◆ Patient Rights and Responsibilities – [Tigrigna](#)
- ◆ Patient Rights and Responsibilities – [Thai](#)
- ◆ Patient Rights and Responsibilities – [Vietnamese](#)

Required signage in all Patient Registration areas (Patient Rights notification):

- ◆ [Your Rights As a Patient at Swedish Medical Center](#) poster (ADMN-01-02005 R-6/11)
- ◆ [Patient Concerns](#) poster (ADMN-16-0139 R-11/16)

Supplemental Information

Crosswalk of Patient Rights and Regulatory Requirements
[Patient Rights & Responsibilities – Related Hospital Regulations](#)

Regulatory Requirement

CMS. [§482.13](#) – Condition of Participation: Patient’s Rights.

[WAC 246-320-141](#) – Patient Rights and Organizational Ethics.

DNV. PR.1 - PR.9

References

[CMS State Operations Manual](#)

Addenda

[Conditions of Admission](#) information

[Notice of Privacy Practices](#)

[Welcome to Swedish](#) brochure

[Pediatric Bill of Rights](#)

STAKEHOLDERS

Author/Contact

Paula Horne, Accreditation Program Manager

Expert Consultants

None.

Sponsor

Director of Patient Access

Co-Sponsors

Marianne Klaas, Regional Director of Accreditation, Safety, Injury Management & Clinical Quality Investigations