



## PATIENT RIGHTS

Administrative Policy and Procedure	
<b>Approved:</b> April 2016	<b>Next Review:</b> April 2019
<b>Department:</b> Patient Registration, Environmental Services, Nursing (Edmonds campus)	
<b>Population Covered:</b> All patients	
<b>Campus:</b> Ballard, Cherry Hill, Edmonds, First Hill, Issaquah, Mill Creek, Redmond	<b>Implementation Date:</b> 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 <a href="#">Conditions of Admission</a> (COA) form with patient/representative at admission per <a href="#">policy</a> guidelines. Offer <a href="#">Notice of Privacy Practices</a> per last clause of the COA.

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

## Definitions

None.

## Forms

- ◆ Patient Rights and Responsibilities – [Amharic](#)
- ◆ Patient Rights and Responsibilities – [Arabic](#)
- ◆ Patient Rights and Responsibilities – [Chinese](#)
- ◆ Patient Rights and Responsibilities – [English](#)
- ◆ Patient Rights and Responsibilities – [Korean](#)
- ◆ 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 – [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

None.

## Regulatory Requirement

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

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

The Joint Commission. RI.01.01 - RI.01.07.03, RI.02.01.01.

DNV. PR.1 - PR.6

## References

[CMS State Operations Manual](#)

## Addenda

[Conditions of Admission](#) form

[Notice of Privacy Practices](#)

[Welcome to Swedish](#) brochure

[Pediatric Bill of Rights](#)

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## STAKEHOLDERS

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None.

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