PATIENT RIGHTS

Administrative Policy and Procedure

<table>
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<tr>
<th>Approved:</th>
<th>April 2019</th>
<th>Next Review:</th>
<th>April 2022</th>
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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

<table>
<thead>
<tr>
<th>Responsible Person</th>
<th>Steps</th>
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<tbody>
<tr>
<td>Patient Registration Representatives</td>
<td>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.</td>
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</table>
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.

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

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Expert Consultants

None.

Sponsor

Director of Patient Access

Co-Sponsors

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