POLICY STATEMENT
The policy of Island Hospital is to recognize and respect the rights of patients and to inform patients of those rights.

PURPOSE
The purpose of this policy and procedure is to provide guidance to hospital staff on patient rights at Island Hospital and to outline steps to provide that information to patients.

SCOPE
Organization wide

DEFINITIONS
Not applicable

EQUIPMENT
Not applicable

QUALITY CONTROL
This policy will be reviewed annually.

PROCEDURE

1. At the time of admission, each patient will be given the Patient Rights Handout.

2. Each patient has a right to:
   - Be treated and cared for with dignity and respect without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression
   - Receive information in a way he/she understands
   - Be informed of his/her rights before care is provided or discontinued whenever possible
   - Have family or representative and his/her physician informed of the admission
   - Personal privacy during personal hygiene activities, medical/nursing treatments and when requested as appropriate. This also includes protecting personal information from release or disclosure without the patient’s prior consent
   - Provision of care in a physically and emotionally safe setting and access to protective services when necessary for the patient’s personal safety and be free from all forms of abuse, neglect, or harassment
   - Participate in the development of his/her pain management plan and receive effective pain management
§ Be involved and informed in all aspects of the patient’s care including:
1. Accepting or refusing care and treatment offered
2. Resolving problems with care decisions
3. Having family input in care decisions if patient desires
4. Give or withhold consent to participate in research projects or procedures
§ Spiritual or pastoral care
§ Receive visitors of the patient’s choice unless it is clinically necessary to restrict visitors
§ Give informed consent before a high risk procedure is done
§ Be free from restraint or seclusion unless medically necessary to ensure patient’s or others’ physical safety. If restraint or seclusion is medically necessary, the patient has a right to safe implementation by trained staff.
§ Be informed of unanticipated outcomes of care, treatment or services
§ Have Advance Directives for health care and for care providers to respect and follow those directives. Each patient also has the right to request no resuscitation or life-sustaining treatment as well as end of life care.
§ Donate organs and other tissues according to regulations including input from medical staff and direction by the patient’s family or surrogate decision makers
§ Receive a Beneficiary Notice of non-coverage (if a Medicare patient) and appeal a discharge the patient believes is premature
§ Expect that all communications and records pertaining to the patient’s care will be treated as confidential; the patient has the right to review his/her own medical record and have access to information contained in that record in a reasonable time frame
§ Make a complaint about his/her care or treatment without fear of retribution or denial of care and to have timely complaint resolution
  1. Concerns may be reported to any staff member or to management staff
  2. Concerns may be reported to the Director of Quality and Risk
  3. Concerns may be reported to Washington State’s Department of Health at 1-800-633-6828
  4. Concerns may be reported to DNV GL (Island Hospital’s accrediting agency) at 1-866-523-6842
  5. Concerns from Medicare beneficiaries may be reported to Livanta at 1-866-815-5440
§ Examine and receive an explanation of his/her hospital bill

RELATED DOCUMENTS
Patient Rights Handout

REFERENCES
Washington State Department of Health
Office for Civil Rights (OCR) – US Department of Health and Human Services
DNV GL (NIAHO) Accreditation Standards