



PeaceHealth patients (or patient representatives, as appropriate) have the right to...

Dignity, respect and compassion. *This includes the right to:*

- Access and receive respectful treatment without regard to age, race, ethnicity, religion, culture, language, disability, socioeconomic status, sex, sexual orientation and gender identity or expression;
- Medical care that preserves personal dignity and respects personal values, beliefs and preferences and addresses psychological, spiritual, social and intellectual needs;
- Receive care in a safe environment that a reasonable person would consider safe and that provides protection for emotional health and physical safety;
- Be free of all forms of abuse, neglect or harassment (verbal, mental, corporal punishment, physical and sexual abuse, financial, exploitation and unnecessary restraints and seclusion).

Quality care. *This includes the right to:*

- Complete information about your diagnosis, treatment and prognosis presented in a way you can reasonably be expected to understand, and participate in the development and implementation of your inpatient or outpatient treatment/care plan;
- Receive all the information necessary to make informed decisions regarding your care, including a full description of the treatment or procedure before the care is rendered unless in an emergent situation; the expected benefits, risks and alternatives to the treatment, including the alternative of no treatment at all, and to request or refuse treatment;
- Receive information about pain management as well as alternative pain management options, when suitable for the condition being treated;
- Receive information regarding unanticipated events and outcomes of care;
- Receive an appropriate emergency medical screening examination, stabilizing treatment and, when needed, transfer to a higher level of care after receiving an explanation concerning the need for, and the alternatives to, such a transfer;
- Consult with another physician at your own request and expense;
- Request a consultation with the facility Ethics Committee.

Safety. *This includes the right to:*

- Caregivers who are free from having been found guilty of abuse, neglect, exploitation, misappropriation of property, or mistreatment by a court of law;
- Know that, to enhance patient safety, video or auditory monitoring may be done in some individual patient rooms, care areas or common areas.

Meaningful interactions and information. *This includes the right to:*

- Receive reasonable access to language assistance, at no charge;
- Receive communications on important information taking into account: Vision, speech, hearing, or disability;
- Choose a support person to participate in healthcare planning and decision making without being asked to provide proof of a legal relationship;
- Have a physician and family member, or other designated contact person, notified promptly of your admission to the hospital;
- Receive visitors whom you designate, including, but not limited to: A spouse, a domestic partner, a same-sex domestic partner, another family member, or a friend, and to withdraw or deny such designation at any time;
- Be advised and informed of applicable research projects and choose whether to participate in research;
- As a Medicare beneficiary, receive notice of non-coverage and your rights to appeal premature discharge;
- Expect discharge planning for continuing care requirements following release from the hospital;
- Know about any business interests' providers may have in health services to which you may be referred;
- Know about any financial arrangement's providers may have with outside healthcare services.

Personal care. *This includes the right to:*

- Know the names and roles of individuals providing your care and who has primary responsibility for coordinating your care.
- Know which physician or Licensed Independent Practitioner (LIP) is in charge of your hospital care and the names of other clinical personnel involved in care;

- Participate in supportive care decisions at end of life, including but not limited to palliative care, pastoral care and other spiritual services.
- Formulate an Advance Directive and have PeaceHealth staff honor these directives;
- Receive information about organ donation, upon request;
- Personal privacy in care delivery, respect, dignity, and comfort and confidentiality of your clinical information and records regarding care;
- To request restrictions on the use or disclosure of your protected health information;
- Request a copy of your medical records for which there may be a reasonable charge and within a reasonable time frame;
- Receive an explanation of charges and information about financial assistance;
- Ask questions about charges on your bill. Please call Patient Financial Services at 1-877-202-3597.

PeaceHealth patients (or patient representatives, as appropriate) are responsible to...

- Participate in planning and decisions regarding your healthcare;
- Provide as accurate and complete as possible relevant medical history, symptoms and concurrent conditions prior to and during the course of treatment;
- Ask questions and inform providers when answers to questions are not clear or understood or if you cannot follow instructions or the treatment plan;
- Promptly report any changes in your health, concerns about your care and/or obstacles to following your treatment plan;
- Provide information necessary to determine the ability to pay for services and any other sources of payment for services;
- Respect the dignity and rights of others;
- Respect the property of other persons and of the medical center;
- Conduct yourself in a respectful way that protects and maintains the safety of the healthcare environment;
- Do your best to follow your agreed upon treatment plan to reach the best possible outcome of care;
- Respect and comply with the PeaceHealth Tobacco-Free Campus Policy.

You may voice complaints or grievances about your care or concerns either verbally or in writing and have prompt follow up. Ask to speak to the charge nurse, department manager or contact one of PeaceHealth’s Risk Management team members using the phone numbers provided below. You may also file a grievance with the state without fear of reprisal.

<p>PeaceHealth Ketchikan Medical Center 3100 Tongass Avenue Ketchikan, AK 99901 907-225-5171</p> <p>Hotline to the Heart 1-844-749-8817</p>	<p>Alaska Department of Health and Social Services Health Facilities Licensing & Certification 4501 Business Park Blvd. Ste 24, Bldg. L Anchorage, AK 99503</p> <p>Mark clearly on the envelope "Confidential"</p> <p>Phone: 907-334-2483 Email: complaintcoordinator@alaska.gov</p>
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