



ADMISSIONS

Original Date: 3/18/14	Effective Date: 3/18/14	Total Pages: 1	
Supersede Dates:	<input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Reviewed		
		<input checked="" type="checkbox"/> Policy	<input type="checkbox"/> Procedure
		<input type="checkbox"/> Protocol	
		Originating Department:	Affected Departments:
		Administration	All hospital

DEFINITION/PURPOSE

It is the policy of Whitman Hospital Medical Center to admit and treat all persons without regard to race, color, sex, handicap, national origin, religious creed or financial status. Admission requirements and assignment of hospital facilities are the same for all and there are no distinctions made to determine eligibility to receive any patient care service. It is the policy of Whitman Hospital Medical Center to provide quality healthcare to all persons.

There are no distinctions in eligibility for receiving any patient care services. Hospital facilities are available to all patients and visitors. Individuals and organizations having occasioned to refer patients for admission or recommend Whitman Hospital Medical Center are advised to do so within the hospital's policy to provide quality health care to all persons.

PERSONNEL

Policy Owner: Chief Clinical Officer
 Applicability: All hospital personnel

GENERAL INFORMATION

1. Admission to Whitman Hospital Medical Center can occur in several different locations depending on how you arrive to the hospital. The admission procedure is conducted in a consistent manner throughout the facility.
2. The admission process at WHMC includes but is not limited to identification of the patient utilizing at least two patient identifiers to ensure the correct patient is selected at the entrance into medical care and treatment. The WHMC non-discrimination policy is followed throughout the entire patients encounter within the medical center.
3. Patients are queried about the existence of an advance directive and information is provided about advance directives at time of admission. The admitting nurse completes this information and documents it in the electronic medical record (EMR). Referrals are made as indicated.
4. During the admission process the admitting personnel provide notices about financial assistance and charity care, patient's rights and responsibilities, financial agreement, consent for treatment along with the notice of privacy practices.

DOCUMENTATION

1. The admission process is documented within the electronic medical record beginning with the patient admission and signing of appropriate documents.
2. Nursing documents the presence of an advance directive in the EMR and makes referrals as indicated. They will also document the intent of the advance directive in the EMR.



PATIENT RIGHTS AND RESPONSIBILITIES

Original Date: 09/1981	Effective Date: 3/21/14	Total Pages: 2	
Supersede Dates: 04/91; 02/11	<input type="checkbox"/> New <input type="checkbox"/> Revised <input checked="" type="checkbox"/> Reviewed		
		<input checked="" type="checkbox"/> Policy <input type="checkbox"/> Procedure <input type="checkbox"/> Protocol	
		Originating Department: Administration	Affected Departments: All

DEFINITION/PURPOSE

This policy establishes the rights and responsibilities of patients and/or their legal representative at Whitman Hospital and Medical Center (WHMC). The purpose is to improve patient care and outcomes by respecting every patient and maintain ethical relationship with the public.

PERSONNEL

Policy Owner: Administrator
 Applicability: All hospital personnel

GENERAL INFORMATION

It is the policy of WHMC that all staff members will treat all patients in accordance with its values of: Respect, Compassion, Teamwork, Stewardship and Trustworthiness. These values compel all staff members to honor the rights of patients as set forth in this policy. It is also the policy of WHMC to expect patients to honor their responsibilities as described below. In the case where legal representatives are appointed for certain patients, the legal representative will exercise many of the patient's rights and responsibilities for the patient.

PROCEDURE

1. Adopt and implement policies and procedures that define each patient's right to :
 - a. Patients have the right to be treated with respect, compassion and dignity. Patients have the right to use hospital services without regard to age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law.
 - b. Patients have the right to privacy. They may refuse to talk or see anyone not officially connected with their care or with the hospital. They may have a member of his/her own gender present during examinations. Patients' personal health information will be treated confidentially and protected in accordance with current laws and regulations.
 - c. Patients have a right to a safe and secure environment.
 - d. Patients and/or their legal representative have the right to know the identity and professional status of the individuals providing their care. This includes the right to know of any relationships among the professionals, business entities, educational institutions,

clinical training programs or research activities that may influence their care or use the records of their care.

- e. Patients have the right to reproductive health, maternity care benefits, services or information, as well as substantially equivalent benefits, services or information will be provided to all women.
- B. Patients and/or their legal representative have the right to know complete and accurate information concerning diagnosis, prognosis, tests, treatments and examination findings. Patients have the right to have this explained in terms and in a language they can understand.
- C. Patients and/or their legal representative have the right to participate in decisions involving their care. Patients can expect to have circumstances, options, procedures, risks, benefits, procedures, side effects, and recuperation expectations explained in clear and concise terms. Patients and/or their legal representative have the right to voluntarily give competent consent or denial for procedures and to know who may authorize any procedure or treatment and who will perform any procedure or treatment.
- D. Patients and/or their legal representative have the right to know of, give consent or denial for any human experimentation, research or educational projects affecting his/her care.
- E. Patients and/or their legal representative have the right to request second opinions at their own expense.
- F. Patients and/or their legal representative have the right to refuse treatment. If the refusal prevents appropriate care in accordance with professional and/or ethical standards, the relationship with the patient may be terminated upon reasonable notice. The patient will be required to sign a Refusal for Treatment Form and if they leave the hospital a Leaving Against Medical Advice Form.
- G. Patients and/or their legal representative have the right to know of continuing care requirements following treatment.
- H. Patients and/or their legal representative have the right to a complete explanation of any needed transfer to another facility.
- I. Patients and/or their legal representative have the right to an itemized bill.
- J. Patients and/or their legal representative have the right to be informed of hospital rules and regulations concerning their care, safety and conduct.
- K. Patients and/or their legal representative have the right to know how to bring issues and complaints to the attention of direct caregivers and management.
- L. Patients and/or their legal representative have the responsibility to be an active participant in their care.
- M. Patients and/or their legal representative have the responsibility to provide complete and accurate information about present issues, past illnesses, hospitalizations, medications and other matters related to their health.
- N. Patients and/or their legal representative have the responsibility to report changes in his/her condition to the practitioner or hospital personnel.
- O. Patients and/or their legal representative have the responsibility to follow treatment plans, hospital rules and to be considerate of the rights of other patients and hospital personnel.

Financial Information

Patients have the right to:

- request an itemized explanation of their total bill for services rendered at WHMC;
- a timely notice prior to changes in insurance coverage (inpatient only);
- be informed of charges for which they may be liable;
- be informed of charges that will not be covered by Medicare.

Patient Responsibilities

Patients have the responsibility to:

- provide correct insurance information;
- check pre-authorization requirement of their insurance plan;
- be accurate and complete in giving medical history;
- ask questions and take part in health care decisions;
- follow the treatment plan agreed upon;
- advise WHMC management of any problems or dissatisfaction with services provided;
- be considerate of the rights of other patients and hospital staff;
- inform WHMC of the existence of, or changes made to their Advance Directive.

PLEASE NOTE: Physicians may not be on site 24/7 but physicians are available on call 24/7

Advance Directives

You have the right to be involved in decisions about your healthcare. If you are not able to make decisions about your care, your wishes about your care and who can make decisions for you will be honored, if you have an Advance Directive or living will in place. You may contact the Social Worker at 509-397-3435 ext 354 to request a brochure on how to complete an Advance Directive or would like assistance completing an Advance Directive.

Organ Donation

If you would like to know more information about organ donation, please notify your nurse. You may also contact the Social Worker at 509-397-3435 ext 354 to request further information.

For on-line information about organ, eye, and tissue donation you can visit www.DonateLifeToday.com.



Whitman Hospital and Medical Center

Address
1200 W Fairview Street
Colfax, WA 99111
Phone: 509 397-3435
Fax: 509 397-4713
www.whitmanhospital.com

PATIENT RIGHTS AND RESPONSIBILITIES

**WHITMAN
HOSPITAL &
MEDICAL
CENTER**



24 hour Emergency Services

MISSION:

*To provide excellent healthcare
for our communities.*

Tel: 509 397-3435

As a Whitman Hospital and Medical Center patient, you have the right to:

Dignity and Respect—

- not be discriminated against based on race, color, religion, age, sex or handicap;
- expect treatment that meets high standards of care, is up-to-date with current medical practice and is safe and appropriate to your needs;
- care that respects you as a person as well as your values, beliefs and culture;
- receive support and respect for your cultural and spiritual practices;
- be provided with an explanation of your visitation rights and any clinical limitations on such rights, including the reason for limitation, be ensured that visitors enjoy full and equal visitation privileges consistent with your preferences and reasonable clinical/operational limitations, be assured visitation privileges will not be restricted on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability, and have your, or your legal decision maker's requests for receiving visitors of your choosing and to also refuse visitors or withdraw consent to see visitors of your choosing at any time;

- recourse under our "Civil Rights Policy", if you believe your Civil Rights have been violated;
- freedom from restraints (both physical and pharmacological) for medical care and/or seclusion for behavior;
- if communication restrictions are necessary for patient care and safety, it will be documented and the restrictions will be explained

to you and your family;

- free from all forms of abuse or harassment;
- be given help with special needs such as guardianship or protective services;
- tell the hospital if you have complaints about your care. These may be reported to the manager or director of the unit where you are being treated;
- you may also report your complaint to hospital Administration: Administration – 509-397-3435 ext 365. After business hours, you may report your complaint to the house supervisor, who may be reached at 509-397-3435 ext 832.
- expect prompt follow up on your complaint. Complaints are investigated by management without fear of retribution or denial of care;
- file a grievance if you have a serious concern about quality of care or being discharged prematurely. To file a grievance at WHMC, contact the manager of the unit where you are being treated or call Risk Management at 509-397-3435 ext 340. In addition, you may contact the State Department of Health toll free at 800-633-6828.

● Reproductive Health—Maternity care benefits, services or information, as well as substantially equivalent benefits, services or information will be provided to all women.

Privacy—

- maintain your privacy, as allowable in a hospital setting;
- confidentiality regarding information about your health, social and financial circumstances;
- expect WHMC to release information only as required by law, or authorized by you;
- have information about your care and treatment shared only with those responsible for your

care, or those legally entitled to that information

- access information contained in your clinical records within reasonable time frame.

Decision Making—

- have a family member or representative of choice and your own personal physician notified promptly of your admission to the hospital;
- know which physician is primarily responsible for your care and who will be performing treatments and procedures;
- know the identity of staff providing care, and their role at WHMC;
- complete and current information concerning your diagnosis;
- information regarding treatment options and be informed of unanticipated outcomes of care;
- refuse treatment, as permitted by law;
- be aware of anticipated outcomes if treatment is refused;
- a second opinion;
- be part of decisions about not using or withdrawing life-saving equipment including the right to end of life care;
- receive help in preparing for your return home or to another facility;
- be informed and participate in the development, implementation and decisions involving your health care and plan of care. If you desire, your family and friends may take part in decisions about your care.