



PATIENT RIGHTS & RESPONSIBILITIES

REVISED DATE: 8/14

Scope:

This policy applies to all members of the Providence Health Care workforce, including caregivers (all employees), medical staff members, contracted service providers, and volunteers. It also applies to all vendors, representatives, and any other individuals providing services to or on behalf of Sacred Heart Medical Center and Children's Hospital; Holy Family Hospital; Mount Carmel Hospital; and St. Joseph Hospital. All of these groups will be referenced in this policy as "caregivers and representatives."

Purpose:

To outline the accountability of Providence caregivers and representatives to ensure that all patients are informed of their rights and responsibilities.

Policy:

Consistent with our Mission and core values and with applicable state and federal law, Providence respects and upholds the rights and responsibilities of all individuals receiving care and services at Providence Health Care. Patients are made aware of their rights and responsibilities prior to receiving hospital care or services.

Requirements:

- "Patient rights and responsibilities" are posted at key entries to Sacred Heart Medical Center and Children's Hospital; Holy Family Hospital; Mount Carmel Hospital; and St. Joseph Hospital.
- All patients or their designated representative will be provided a patient rights brochure; given the opportunity to read it, ask questions and have their questions answered.
- In every encounter, patients will be treated with compassion and respect. Caregivers and providers will be educated on our patients' rights and responsibilities.
- If a caregiver becomes aware of a situation where a patient's rights may have been violated, the caregiver will inform his or her manager and fill out an Unusual Occurrence Report.

References:

1. Joint Commission
2. Conditions of Participation: Patient Rights 42 C.F.R 482.13 (1999)
3. Washington Administrative Code 246-320-245