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Patient Rights and Responsibilities Patient Nondiscrimination Statement: Adult and Pediatric, 160.00

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SUPERSEDES: 2/14, 05/13, 12/10, 9/10, 06/08, 7/02, 9/01, 3/95 Policy #1009, 4/90, 5/79, 1/76

This policy is supplemental to the Providence St. Joseph's Health (PSJH) system-wide policies. A comprehensive statement of patient rights can be found attached in the policy: PSJH-CLIN-1206 System-wide Patient Rights and Responsibilities Policy mentioned in the Reference section of this policy. A comprehensive statement of nondiscrimination can be found in the policy: PSJH-CLIN-1203 Nondiscrimination Policy mentioned in the Reference section of this policy.

In keeping with our mission to provide quality medical care, as well as demonstrate our concern for patients' well-being Kadlec Regional Medical Center and Kadlec Clinics (collectively referred to in this policy as Kadlec) has aligned with Providence system-wide policies for Patient Rights and Responsibilities and Nondiscrimination as mentioned in Reference section of this policy.

Kadlec recognize that entering a hospital or clinic can be a confusing and intimidating experience for patients and their families or support persons. This is especially true for pediatric patients (children under 18 years of age). The special needs of pediatric patients include the right to care that is individualized based on age, developmental state, and identified needs. They have the right to an environment that is safe and appropriate for treatment of their specific age group, and access to activities of daily living as much as possible. It is the responsibility of every member of the healthcare team to ensure that every patient or surrogate has the opportunity to exercise their rights in accordance with the applicable law, hospital policy, and accepted standards of patient care.

Furthermore, Kadlec recognizes the responsibility to inform and educate the staff members to ensure adherence to these standards of care. Patients also have responsibilities, and it is the responsibility of every patient to make his or her wishes known.

Notice of Nondiscrimination - Kadlec, through its employees, medical staff members, residents, interns, contracted service providers and volunteers (collectively referred to in this policy as Kadlec Staff) serve a diverse population and respect the rights of all patients to culturally competent care. Kadlec Staff recognize that each patient is an individual with personal dignity and unique healthcare needs, and provide care focused upon the patient's needs. Kadlec endeavors to have the patient's personal, cultural and spiritual values and beliefs supported when making a decision about treatment.

POLICY:

1. Kadlec offers interpretive services to patients and family members with Limited English Proficiency (LEP), including hearing impaired patients or family members who communicate in sign language. Kadlec also endeavors to provide communication aides to patients with vision issues, cognitive impairments, or speech difficulties. Communication will be tailored to an individual's age and needs. Kadlec will provide other reasonable accommodations to patients with disabilities so that the patient has equal opportunity to participate in and to benefit from Kadlec's services. Please contact Interpreter Services Coordinator for assistance with other needed reasonable accommodations at 800-780-6067 ext. 2817.
2. Any person who believes that he, she, or another person has been subjected to discrimination was denied reasonable accommodation, or experienced retaliation which is not permitted by this Policy, may file a complaint using Kadlec's complaint and grievance procedure. Kadlec Staff will not retaliate against any person who reports concerns about discrimination, files a discrimination complaint, or cooperates in an investigation of discrimination.

PROCEDURE:

1. Kadlec's [Corporate Compliance Officer] is responsible for coordinating compliance with this Policy, including giving notice to and training all Kadlec Staff on this Policy.
2. Kadlec will follow the procedure delineated in the Patient Rights and Responsibilities Procedure as mentioned in the Reference section of this policy.
3. Kadlec will post this Nondiscrimination Policy on its website and provide other notices to patients regarding this Nondiscrimination Policy, as well as Kadlec's commitment to providing access to and the provision of services in a welcoming, nondiscriminatory manner.
4. Kadlec Staff receiving a patient or visitor discrimination complaint should advise the complaining individual that he or she may report the problem to Kadlec's Civil Rights Coordinator and file a complaint without fear of retaliation. Staffs who receive such complaints should also promptly notify Kadlec's Civil Rights Coordinator of the complaint.

PATIENT RIGHTS

Access to Care and Treatment - The patient has the right to have a family member or representative of their choice and their own physician notified promptly of their admission to the hospital. If are unable to

pay for hospital care, the medical center will provide the patient a notice of non-coverage and provide care for them in accordance with our charity care policy and other financial resources. The organization invites patients and/or families to request additional assistance when they have a concern about the patient's condition. The Rapid Assessment Team can be accessed for both adult and pediatric patients by notifying your nurse or calling the Patient Care Coordinator by dialing 0.

Patient Rights and Organizational Ethics

1. In accordance with WAC 246-320-141, patients have the right to:
 - a. Be treated and cared for with dignity and respect;
 - b. Confidentiality, privacy, security, complaint resolution, spiritual care, and communication. If communication restrictions are necessary for patient care and safety, the hospital must document and explain the restrictions to the patient and family;
 - c. Be protected from abuse and neglect;
 - d. Access protective services;
 - e. Complain about their care and treatment without fear of retribution or denial of care;
 - f. Timely complaint resolution;
 - g. Be involved in all aspects of their care including:
 - i. Refusing care and treatment; and
 - ii. Resolving problems with care decisions
 - h. Be informed of unanticipated outcomes according to RCW 70.41/380;
 - i. Be informed and agree to their care;
 - j. Family input in care decisions;
 - k. Have advance directives and for the hospital to respond and follow those directives;
 - l. Request no resuscitation or life-sustaining treatment;
 - m. End of life care;
 - n. Donate organs and other tissues according to RCW 68.50.500 AND 68.50.560 including:
 - i. Medical Staff input; and
 - ii. Direction by family or surrogate decision makers
2. Be provided with a written statement of patient rights from subsection (1) of this section (See Patient Rights and Responsibilities Procedure in Reference section of this policy)
 - a. The Patient Rights and Responsibilities Brochure is available in English and Spanish.
 - b. Kadlec provides free language services to people whose primary language is not English by utilizing Qualified Interpreters.
3. Kadlec has adopted and implemented policies and procedures to identify patients who are potential organ and tissue donors;

4. Kadlec has adopted and implemented policies and procedures to address research, investigation, and clinical trials including:
 - a. How to authorize research;
 - b. Require staff to follow informed consent laws; and
 - c. Not hindering a patients access to care if a patient refuses to participate
5. Kadlec will comply with submitting policy and procedures related to access to care to the Washington State Department of Health. Changes to policies and procedures will be submitted no later than thirty days after the hospital approves the changes or additions.
 - a. Admission;
 - b. Nondiscrimination;
 - c. End of life care; and
 - d. Reproductive health care
6. Policies under subsection (5) are readily available on the Hospital web site. The policies can be found on the Kadlec Regional Medical Center website, within the Patient & Visitor Information.

The right to protective and advocacy services (including but not limited to guardianship, conservatorship, adult protective or child protective services)

Privacy and Confidentiality - Patients have the right, within the law, to know that their personal privacy, including any written information about them, is protected. Those rights include:

- The right to be interviewed and examined in surroundings designed to ensure privacy from other patients, visitors, or hospital employees.
- The right to expect that any examinations, case discussions, and consultations involving their care will be conducted only with those who need to be involved.
- The right to have their medical record read only by individuals directly involved in their treatment, or in the monitoring of its quality, or by your insurance company.
- The right to expect that all communications and records pertaining to their care, including the source of payment for treatment, are treated as confidential.
- The right to request an amendment to their medical record.
- The right to request an accounting of disclosures of their health information.
- The right to request a transfer to another room if another patient or a visitor is unreasonably disturbing (transfer to another room may depend on room availability).
- The right to individualized care and adequate treatment.
- The right to discuss treatment plans and decisions with professional persons.
- The right to access treatment by spiritual means through prayer in accordance with the tenets and practices of a church or religious denomination in addition to medical treatment.

Pastoral Care – Patients have the right to receive pastoral care services that will respect and encourage personal, spiritual, and religious needs, values, and resources.

Complaints/Grievance – The Patient has the right to file a complaint/grievance. The patient has a right to a timely complaint resolution (See Patient Advocacy/Complaint and Grievance

Resolution Process, 1905 in Reference section of this policy)

The patient or patient representative may contact the Patient Advocate or Patient Relations via: Phone at 509-942-2171 or 509-942-2830, Formal letter to Patient Advocate 888 Swift Blvd, Richland WA 99352, Confidential fax @ 1-509-942-2187, Email via the Kadlec website (www.kadlec.org) under Care Concern or WAKadlecCareConcerns@kadlec.org, In person by presenting to registration or an information desk and requesting to speak to a Patient Advocate.

To file a grievance with the Washington State Department of Health by calling 1-800-633-6828, or by writing to them at: PO Box 47857, Olympia, WA 98504 website: www.doh.wa.gov

The patient or their representative may file a grievance about suspected discrimination by contacting: Kadlec's Civil Right Coordinator at 1-844-469-1775, interpreter line 1-888-311-9127, or emailing Nondiscrimination.KMC@providence.org, or mailing the Civil Rights Coordinator c/o Risk Manager, 888 Swift Blvd Richland Washington 99352.

To file a Civil Rights Complaint with the U.S. Department of Health and Human Services: 200 Independence Avenue, S.W. Room 509F HHH Bldg. Washington, D.C. 20201 Email to OCCRComplaint@hhs.gov Customer Response Center: (800) 368-1019 TDD: (800) 537-7697

To contact The Joint Commission's Office of Quality Monitoring to report any concerns or register complaints by either calling 1-800-994-6610 or by writing to them at: One Renaissance Boulevard Oakbrook Terrace, IL 60181 Email: patientsafetyreport@jointcommission.org Website: www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.

For Medicare patients to request that the Medical Center refer their grievance to an outside review organization.

Transfer – Patients will not be transferred to another facility or organization for care until:

- They or their legal representative have received a complete explanation of the need for the transfer and any possible alternatives,
- They or their legal representative have agreed to the transfer, and
- The physician and the facility or organization to which they will be transferred have agreed to accept them

Discharge Planning – Patients have the right to discharge planning and assistance to help get the services needed at time of discharge.

Research – Patients have the right to refuse to participate in any research project without compromising their care.

Outcome Disclosures – Patients have the right to be informed of any outcomes of care when they differ significantly from the anticipated outcomes.

PATIENT RESPONSIBILITIES

Instructions and Treatment Plan - Patients are responsible for participating with their doctor in planning their treatment and recovery. They are responsible for understanding how to continue their care after discharge.

Refusal of Treatment – Patients are responsible for the results if they refuse the treatment the doctor has prescribed or if they choose not to follow the doctor's instructions, including leaving Kadlec against

medical advice. Parents are responsible for the results if they refuse treatment the doctor has ordered for their child. This includes leaving Kadlec against the advice of your attending physician. However, if a child, any person under the age of eighteen (18) (RCW 26.44.020[6]), is admitted to this medical center for treatment and the parents and the medical staff reach a difference of opinion regarding the treatment plan, all efforts will be made to reach an agreement regarding the child's treatment. The parents or legal guardian do not have the option of removing the child from this facility against medical advice (AMA). If this is the posture of the parents, as mandated, the medical center will inform Child Protective Services (CPS). The child will remain at this facility under "Administrative Hold" (RCW 18.130; RCW 74.34.020[8]) until CPS makes a determination for safety with the medical direction of the attending physician.

Respect and Consideration - Patients are responsible for assisting the staff in providing a quiet, courteous atmosphere.

ADVOCACY PROGRAMS AVAILABLE TO PATIENTS AND THEIR FAMILIES

Patient Advocacy Program - The Patient Advocacy Program is designed to give patients an avenue to discuss any concerns they might have regarding care.

REFERENCED DOCUMENTS

Link: [PSJH-CLIN-1206 System-wide Patient Rights and Responsibilities Policy](#)

Link: [PSJH-CLIN-1203 Nondiscrimination Policy](#)

Link: [Patient Rights and Responsibilities Procedure](#)

Link: [Patient Advocacy/Complaint And Grievance Resolution Process, 1905](#)

Attachments

[image1.png](#)

Approval Signatures

Step Description	Approver	Date
KRMC Chief Executive	Aslam Kaleel: Chief Exec Kadlec Svc Area [LD]	03/2023
Contributor	Heather Shipman: Executive Assistant	03/2023

Standards

No standards are associated with this document

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