Admissions: Access to Care Policy

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.

Applicability

Hospital Personnel

Policy

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.

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.

**Attachment:**

**Approval Signatures**

<table>
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<tr>
<th>Approver</th>
<th>Date</th>
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<tbody>
<tr>
<td>Michael Macy: Chief Financial Officer</td>
<td>9/21/2017, 3:48PM EDT</td>
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<tr>
<td>Julie Sevedge: Business Office Manager</td>
<td>9/21/2017, 2:03PM EDT</td>
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Patient Rights and Responsibilities Policy & Procedure

Purpose

This policy establishes the rights and responsibilities of patients and/or their legal representative at Whitman Hospital and Medical Center (WHMC) with the purpose of improving patient care and outcomes by respecting every patient and maintaining ethical relationships with the public. The accompanying procedure ensures full information about patient rights and responsibilities is offered to every WHMC patient and/or their legal representatives.

Applicability

Upholding patient rights is the responsibility of all WHMC personnel. Business Office personnel will make patients and/or their legal representatives aware of patient rights and responsibilities.

Policy

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 the Patient Rights and Responsibilities pamphlet attached to this policy and procedure (P&P). It is also the policy of WHMC to make patients and/or their legal guardians aware of patient rights and responsibilities and, thus, to expect patients to honor their responsibilities as described in the Patient Rights and Responsibilities pamphlet. 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

Business Office Staff will:

- Offer a copy of the Patient Rights and Responsibilities pamphlet to every outpatient at the time or registration or, if applicable, pre-registration
- Provide a copy of the Patient Rights and Responsibilities pamphlet to each patient admitted to inpatient or observation care in the admitted patient Welcome Packet
- As needed, print new copies of the Patient Rights and Responsibilities pamphlet from the Publisher document attached to this P&P

Copies of this policy will be kept updated on the Whitman Hospital website as well as being submitted to
Attachments:

Approval Signatures

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<tr>
<td>Julie Sevedge: Business Office Manager</td>
<td>11/13/2017, 6:51PM EST</td>
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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 requirements 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.

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 to request 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
Website: www.whitmanhospital.org

Please Note: Physicians may not be on site 24/7 but physicians are available on call 24/7.
As a Whitman Hospital and Medical Center patient, you have the right to:

Dignity and Respect—
• not be discriminated against based on age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, association, veteran or military status, or any other basis prohibited by federal, state, or local law;
• 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 age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, association, veteran or military status, or any other basis prohibited by federal, state, or local law, 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;
• communication. 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;
• be 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;
• report your complaint to hospital Administration at (509) 397-3435, ext. 365. After business hours, you may report your complaint to the clinical coordinator, who may be reached at (509) 397-3435, ext. 439.
• 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) 397-5751. In addition, you may contact the State Department of Health toll free at (800) 633-6828.

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 option 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.