

COMMENTS OR CONCERNS

- If you or someone on your behalf has a complaint, Jefferson Healthcare has a procedure in which you may participate without fear of jeopardizing your care.
- We encourage you to speak with the supervisor of the department involved.
 - You may also contact:
Patient Advocates of Jefferson Healthcare
834 Sheridan, Port Townsend, WA 98368
360.385.2200 ext 2235
patientadvocate@jeffersonhealthcare.org

YOU ALSO HAVE THE RIGHT TO CONTACT

Washington State Department of Health
HSQA Complaint Intake
PO Box 47857, Olympia, WA 98504-7857
360.236.4700
HSQAComplaintIntake@doh.wa.gov

DNV Healthcare corporate office:
Hospital Complaint DNV GL-Healthcare
400 Techne Center Drive, Ste 100
Milford, OH 45150-2792
866.496.9647
hospitalcomplaint@dnvgl.com

The Compliance Team
PO Box 160, Spring House, PA 19477
215.654.9110
thecomplianceteam.org

If you are a Medicare beneficiary and have a complaint regarding the quality of care, Medicare coverage, or premature discharge, you may contact:
Comagine Health
10700 Meridian Ave. N., Ste. 100,
Seattle, WA 98133
800.949.7536

PATIENT RESPONSIBILITIES

- At Jefferson Healthcare, we want you to play an active role in your healthcare. As a patient, you have a responsibility to:
- Provide complete and accurate information about your medical history and communication needs to those involved in your care.
 - Take part in decisions about your care and treatment.
 - Ask questions about unfamiliar practices and procedures.
 - Inform your physician or nurse of any changes in your health.
 - Follow the treatment plan of care.
 - Be considerate of other patients and ensure that your visitors are equally thoughtful.
 - Respect hospital policies and staff.
 - Arrange payment methods prior to scheduled inpatient hospitalizations.
 - Be respectful of your caregivers and observe hospital rules/regulations and policies; this will assist Jefferson Healthcare in providing a safe environment and the best care possible.
 - In rare instances where patients jeopardize our safe environment and can't respect our employees, the physician is notified and discharge may occur.



PATIENT RIGHTS AND RESPONSIBILITIES

Usted tiene derecho
a servicios de interpretación.



You have the right to:

- Be treated with courtesy, dignity, and respect.
- An interpreter or communication aid if you do not speak English, English is your second language, or you are deaf, hard of hearing or have speech disabilities.
- Not be discriminated against because of race, color, religion, sex, age, national origin, gender identity or expression, sexual orientation, disability, or source of payment.
- Have personal, cultural, and spiritual values and beliefs respected when making decisions about treatment.
- Ask for and receive services within the organization's capacity. This right is not equivalent to any ability to demand treatment or services deemed medically inappropriate or unnecessary.
- Receive complete and current information about your diagnosis, treatment, and prognosis in understandable terms; all explanations should include:
 1. A description of the procedure or treatment and reason for it.
 2. The possible benefits.
 3. The known serious side effects, risks, or drawbacks.
 4. Problems during recovery.
 5. The chances of success.
 6. Other procedures or treatments that could be done.
- Make informed decisions regarding your care and include family input in care decisions.
- Participate freely in all aspects of your care and in developing your plan of care.
- Refuse any procedure, drug, or treatment and be informed of the possible results of your decisions. This right is not equivalent to any ability to demand treatment or services deemed medically inappropriate or unnecessary.
- Be cared for in a safe and secure environment and be free of all forms of abuse and harassment.
- Be free from restraints of any form that are not medically necessary.
- Be informed of the results of treatment, including unanticipated outcomes of care, treatment, and services.
- Make advance treatment directives, such as Durable Power of Attorney for Health Care and Living Wills, or POLST, and have caregivers follow those wishes.
- Personal privacy. Case discussions, consultation, examination, and treatment will be conducted to protect each patient's privacy.
- Have all communications and records related to your care kept confidential.
- Receive your medical records in a reasonable time frame.
- Have access to, request amendments to, and obtain information on disclosures of health information, in accordance with applicable law.
- Be informed during your hospital stay of patient care options when hospital care is no longer needed and participate in planning for discharge from the hospital.
- Request to be transferred to another facility when medically appropriate and legally permissible; the facility to which you wish to be moved must first accept you as a patient; if your care team initiates a transfer of care, you have a right to a complete explanation about why there is a need to be moved and if there are other options.
- Know the names and roles of your caregivers.
- Be informed upon request about hospital policies, procedures, rules or regulations applicable to your case.
- Raise any concerns you may have about your care without fear of receiving poor treatment; have concerns reviewed in a timely manner and, when possible, resolved in a timely manner.
- Examine your bill and receive an explanation of the charges.
- Jefferson Healthcare shall not limit, restrict, or deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or expression, or disability.