



PATIENT RIGHTS AND RESPONSIBILITIES

Quality care is a long-standing commitment of Skyline Health. Your rights and responsibilities as our patient are an integral part of that care. As an individual, you retain your basic human rights during your hospital stay. Skyline Health respects your dignity, values, beliefs, and right to participate in decisions about your care.

AS A PATIENT, YOU HAVE THE RIGHT TO:

- Be treated with dignity, respect, and consideration without discrimination based on race, color, creed, sex, national origin, age, disability, sexual orientation, gender identity, or source of payment.
- Be informed of, participate in, and agree to your care, treatment, and services, and to refuse care or treatment, including the right to leave the hospital against medical advice.
- Receive clear, complete, and understandable information about your condition, treatment options, risks, benefits, alternatives, and approximate costs prior to consenting.
- Participate in the development and implementation of your plan of care.
- Formulate advance directives, including decisions regarding resuscitation and life-sustaining treatment, and have those directives respected and followed.
- Privacy and confidentiality of your medical information and records in accordance with state and federal law.
- Reasonable access to visitors and communication with persons outside the hospital. Any necessary restrictions will be explained and documented.
- Receive interpreter services and communication aids at no cost if you have limited English proficiency or a communication disability.
- Be free from abuse, neglect, harassment, coercion, retaliation, or inappropriate restraint or seclusion.
- Access protective services when necessary.

- Receive appropriate assessment and management of pain.
- Be informed of unanticipated outcomes of care.
- Complain or file a grievance regarding care or services without fear of retaliation and receive a timely response.
- File a complaint directly with the Washington State Department of Health.
- Participate in or refuse research or experimental treatment without impact on access to care.
- Family or surrogate involvement in care decisions consistent with your wishes, advance directives, and applicable court orders.
- Donate organs or tissues in accordance with RCW 68.50.500 and RCW 68.50.560.
- Receive information regarding discharge planning, follow-up care, and your hospital bill upon request.
- Be informed that a physician may not be physically present in the hospital at all times, but that a physician is available on-call.
- Receive an explanation if transfer to another facility is necessary and participate in transfer decisions when possible.

AS A PATIENT, YOU HAVE THE RESPONSIBILITY TO:

- Provide accurate and complete information regarding your health, history, and medications.
- Participate actively in care decisions and ask questions when you do not understand information.
- Follow agreed-upon treatment plans and notify staff of changes in your condition.
- Be considerate of other patients, visitors, and staff.
- Respect hospital property and comply with hospital policies.
- Meet financial obligations for services rendered or communicate if assistance is needed.

This document is provided in compliance with Washington Administrative Code (WAC 246-320-141), CMS Hospital Conditions of Participation (42 CFR §482.13), and CMS Critical Access Hospital Conditions of Participation (42 CFR §485.608).