

Patient Rights and Responsibilities

At Valley General Hospital, your wellness and health are our top priority. Valley General Hospital has adopted the following Patient and Client Rights and Responsibilities to help guide our actions.

Patient Rights

- Each patient has a right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
- The hospital supports the right of each patient to personal dignity.
- The hospital provides privacy and for the safety and security of patients and their property.
- The patient has the right to access, request amendment to, and receive an accounting of disclosures regarding his or her own health information as permitted under applicable law.
- Patients have the right to be given complete information about their hospital bill.
- The family, as appropriate and as allowed by law, with permission of the patient or surrogate decision maker, is involved in care, treatment, and service decisions.
- The hospital respects the rights and needs with vision, speech, hearing, language and cognitive impairment for effective communication.
- The hospital informs patients about their right to file a complaint with the state authority.
- Patients can freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services.
- Patients have the right to a prompt resolution of grievances or complaints.
- Patients who desire private telephone conversations have access to space and telephones appropriate to their needs and the care, treatment, and services provided.
- The hospital addresses how it will, to the best of its ability, protect patients from real or perceived abuse, harassment, neglect, or exploitation from anyone, including staff, students, volunteers, other patients, visitors, or family members.
- When appropriate, the hospital maintains a list of names, addresses, and telephone numbers of pertinent client advocacy groups such as the state authority and the protection and advocacy network.
- Patients have the right to have their pain assessed and managed.
- Patients may know the professional status and identity of all caregivers.
- Patients may formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives.
- Patients may have a family member and personal physician notified as soon as possible after their admission.
- Patients have the right to be informed of services available to vulnerable adults and children.

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- Patients have the right to accept or refuse any procedure or treatment.
- Patients and/or their representative have the right to be informed and have their questions answered before any procedure or treatment.
- Patients and/or their authorized representative have the right to be a part of any ethical discussions about care.
- Patients may refuse to see or speak with anyone who is not directly involved in their care.
- Patients who do not understand the language have the right to an interpreter.
- Patients have the right for exams and care to be done in privacy and to have a person of the same sex with them during certain exams and treatments.
- Patients have the right to be free from restraints of any kind or seclusion that is not medically necessary.
- Patients have the right to be advised of the need for continuing care following discharge.

Patient Responsibilities

- Provide accurate and complete information about health status.
- Provide the hospital a copy of any advanced directive and inform family and physician of wishes.
- Participate in decisions regarding health care and consider advice regarding health care.
- Inform physician or other caregivers if there are questions or concerns regarding treatment.
- Abide by hospital policies and be considerate of hospital employees and other patients.
- Examine the bill and ask questions regarding charges or methods of payment. Provide appropriate information for insurance claims and when necessary, make payment arrangements.
- Follow the proposed course of treatment or care, recommendations and advice, upon which the patient and the provider have agreed.

For Concerns About Care

Valley General Hospital strives to provide excellence in medical care to our patients in a safe environment, and treat our clients, families and visitors with respect. You have the right to express concerns or complaints to any member of Valley General Hospital's staff. Please also feel free to express concern these following ways:

- **Patient Relations – Valley General Hospital**
360-794-1447 ext. 403

If you feel your concern has not been adequately addressed, you may contact:

- **Washington State Department of Health**
800-633-6828
- **Joint Commission**
800-994-6610