



Patients' Rights & Responsibilities

Astria Health respects your rights as a patient, recognizing that each patient is an individual with unique health care needs. Because of the importance of respecting each patient's personal dignity, the hospital strives to provide considerate, respectful care focused upon each patient's individual needs.

As a patient at Astria Health, you have options for your care and treatment. Your doctors and other health care professionals will offer information and advice concerning appropriate, comprehensive medical care. At the same time, we realize that any stresses of worry, concern and discomfort may make understanding information and coming to decisions more difficult. As your caregivers, we will do our best to ensure a process that will enable you to make the decisions, which are best for you, including the decision to discontinue treatment, to the extent permitted by law.

It is Astria Health's obligation and privilege to assist you in exercising your rights as a patient, and to inform you of responsibilities incumbent upon you in exercising your rights.

Astria Health has written policies regarding your rights as a patient and has procedures, which implement these policies.

You have a right to...

Equal Treatment

To impartial access to treatment regardless of race, color, national origin, sex, age, handicap, marital status, sexual preference or source of payment for their care.

Confidential Information

To confidentiality of information, within the limits of the law.

Privacy

To personal privacy consistent with the health care considerations of your care.

Ethics Committee

To participate in the consideration of ethical issues that arise in your care. You have a right to know that Astria Health has in place a mechanism for the evaluation of ethical issues arising in your care.

Patient Grievance

To present grievances with respect to perceived infringement of the rights described or concerning any other matter, to designated staff at Astria Health.

To express complaints or concerns with the knowledge that doing so will not impede your care.

Restraint and Seclusion

To be free from physical restraint or seclusion except in circumstances in which there is a substantial risk of imminent harm to you or to others. The least restrictive means of effective restraint will be initiated first.

Worship

To the opportunity for religious worship. No patient will be coerced into engaging in any religious activities against his/her wishes.

Personal Belongings

To keep and use your personal possessions consistent with the available space, governing safety regulations, restrictions on noise and restrictions on possession of contraband material, drugs and medications. To wear appropriate personal clothing and religious items as long as they do not interfere with diagnostic procedures or treatment. Astria Health cannot be responsible for these or any personal items kept by you while you are a patient here.

Research Participation

To receive information of any human experimentation or other research/education projects affecting your care or treatment and to give consent or refuse to participate in experimental research.

Informed Consent

To be given information concerning diagnosis planned course of treatment, alternatives, risks and prognosis in terms you may be reasonably expected to understand. To receive a complete explanation of the need for a transfer – and the alternatives – to another facility or organization before being transferred.

Billing

To receive a copy of a reasonably clear and understandable bill and, upon request, have the itemized charges explained.

Services

To know what support services are available, including translation services and audio devices if you do not speak English, or have a hearing impairment. To have the right to be given, upon request, full information and necessary counseling on the availability of financial resources for your care.

Safety

To expect reasonable safety in the healthcare system's practices and environment. To be free from all forms of abuse or harassment.

Advance Directives

To indicate your medical decisions (including end-of-life care and termination of resuscitation efforts) in writing. To designate a surrogate health care decision-maker (someone who makes health care decisions for you if you are unconscious or incapacitated) to the extent permitted by law. To know that the provision of care is not conditioned on the existence of an Advance Directive.

Information

To know, if you are eligible for Medicare. Upon request and in advance of treatment, to know whether a healthcare provider or facility accepts the Medicare assignment rate. To obtain complete and current information concerning your diagnosis. To an explanation of care using clear, simple language (translators will be provided when requested). To communicate freely and privately with persons outside the facility, including government officials, attorneys and clergy. To access information contained in your medical record, within the limits of the law (or equivalent access by your legally designated representative). To know the identity and professional status of all providers of services to you, and to know which physician or practitioner is primarily responsible for your care.

Visitations

To visit within Astria Health established visiting hours and guidelines. You have the right to refuse visitors.

Refusal of Treatment

To refuse treatment to the extent permitted by law and to be informed by your physician of the possible consequences of your refusal.

Confidentiality

To have your medical record read only by individuals involved in your care, or by individuals who are monitoring the quality of your care, or by individuals authorized by laws or regulation. (Other individuals may read the medical record only with the patient's written consent or that of a legally authorized representative.)

You have a responsibility...

- For the consequences of refusal to participate in a physician ordered care plan, when that plan and the possible consequences of refusal are understood by you.
- To understand what medication must be taken following discharge and scheduling of outpatient follow up appointments.
- To inform personnel of desired changes in Advance Medical Directives.
- To provide insurance information for processing bills and assure that financial obligations are fulfilled as promptly as possible.
- To provide Astria Health personnel with information about health, past illness, hospitalizations and medications.
- To follow instructions given by a physician and staff and to ask questions when your understanding is unclear.
- To consider the needs of other patients and follow the regulations regarding smoking, visits, noise and behavior.
- To sign the document "Leaving Against Medical Advice" when you leave the hospital against the doctor's advice.

If you have any questions or concerns regarding patient rights and responsibilities, talk to your doctor or the staff member providing your care.

Comments or Concerns

There is a complaint process in which patients may participate without fear of risking their care. If you have concerns or complaints about any part of your care at Astria Health, please feel free to speak with any manager or staff member on the unit or in your clinic. You may also contact:

Astria Sunnyside Hospital
System Risk Manager
1016 Tacoma Ave.
Sunnyside, WA 98944
509.837.1538

Astria Toppenish Hospital
System Risk Manager
502 W. 4th St.
Toppenish, WA 98948
509.837.1538

In addition, you also have the right to contact the Washington State Department of Health.

Washington Department of Health
Facilities and Service Licensing
Attention: Investigations
P.O. Box 47852
Olympia, WA 98504-7852
1.800.633.6828

Or the Joint Commission at 630.792.5800 or
www.jointcommission.org (if you are a patient of Astria Toppenish Hospital.)

ENGLISH

Astria Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
ATTENTION: If you speak English, language assistance services, free of charge, are available to you.

SPANISH

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

CHINESE

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

RUSSIAN

Astria Health соблюдает ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

TAGALOG

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

UKRAINIAN

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки.

CAMBODIAN

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្លូវភាសាដោយមិនគិតថ្លៃនេះ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ

JAPANESE

注意事項:日本語話される場合、無料の言語支援をご利用いただけます。

AMHARIC

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዙዎት ተዘጋጅተዋል። ወደ ሚከተለው

ARABIC

الخدمة متاحة باللغة العربية مجاناً. إذا كنت تتحدث اللغة العربية، فإن خدمات الترجمة متاحة لك مجاناً.

PUNJABI

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵੱਚਿ ਸਹਾਇਤਾ ਸੇਵਾ, ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।

GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

LAOTIAN

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ.