



## Patient Rights & Responsibilities (NWWC)

### Every patient has the right:

- To be treated with courtesy, respect, dignity, privacy, responsiveness, and timely attention to their needs regardless of age, race, sex, national origin, religion, physical handicap, cultural or personal values and beliefs.
- To every consideration of their privacy and individuality as it relates to their social, religious, and psychological well-being.
- To confidentiality of all medical information, records, and personal information protected under the full extent of the HIPAA laws. This includes the right to approve or refuse the release of information to any individual outside the facility, except in the case of transfer to another healthcare facility, or as required by law or third-party payment contract.
- To receive care in a safe, secure environment that is supported by infection control and security services, and to have access to protective services.
- To be protected from all forms of harassment, neglect, and abuse.
- To express grievances or complaints regarding treatment or care that is (or fails to be) furnished without fear of reprisals or denial of care.
- To have all procedures fully explained in terms they understand prior to the start of the procedure. Explanation is to include diagnosis, treatment and prognosis, projected recovery time, any alternative treatments or procedures, and the possible risks and side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.
- To make decisions regarding the health care that is recommended by the physician. The patient may accept or refuse any procedure, medication, or treatment, and will be informed by a practitioner of the medical consequences of any refusal.
- To have continuity of health care. The physician may not discontinue treatment of a patient if further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
- To be informed of and given written consent for any research projects and to refuse participation without compromise to their care.
- To explanation and understanding of all facility charges related to their health care.
- To all available support measures for reasonable treatment of pain and maintenance of comfort.
- To all resuscitative measures, therefore, we will attempt to resuscitate a patient and transfer that patient to a hospital in the event of deterioration.
- To have family input for decisions regarding care and treatment. If a patient is adjudged incompetent according to state health and safety laws by a court, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf. If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state laws may exercise the patient's rights to the extent allowed by state law.
- To request credentials of all providers caring for them, and to change providers at any time if another qualified provider becomes available.
- To be informed of the contact number for after hours or emergency care - **(425) 224-8200**.



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**Every patient, patient's representative, or patient's surrogate has the right to receive verbal and written notice of the patient's rights in terms they understand prior to any medical treatment.**

To exercise these rights without being subjected to discrimination or reprisal:

1. Washington State Dept. of Health Complaint Hotline (800) 633-6828
2. Centers for Medicare and Medicaid 1-800-Medicare (800) 633-4227. 7500 Security Blvd, Baltimore MD 21244. [www.medicare.gov/ombudsman/activities.asp](http://www.medicare.gov/ombudsman/activities.asp)
3. AAAHC (847) 853-6060 to submit a verbal grievance regarding care without fear of recrimination and to have those concerns reviewed and resolved in a timely manner.

### Patient complaint or grievance:

To report a complaint or grievance you may contact the facility Administrator by phone at (425) 224-8200. The administrator will investigate within seven days after receipt and make every effort to resolve it to the patient's satisfaction and provide a written response within twenty-one days.

Additional contact information is provided below for state, federal, and our accrediting association:

### Every patient is responsible for:

- Providing accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health.
- Reporting perceived risks in their care and unexpected changes in their condition to their practitioner.
- Asking questions when they do not understand what they have been told about their care or what they are expected to do.
- Signing required consents and releases as needed.
- Following the treatment plan established by their physician, including the instructions of nurses and other health care professionals as they carry out the physician's orders.
- Keeping appointments and for notifying the facility or physician when they are unable to do so.
- Their own actions should they refuse any treatment or choose to not follow the physician's orders.
- Assuring that the financial obligations of health care rendered are fulfilled as promptly as possible.
- Following facility policies and procedures including consideration of the rights of other patients and facility personnel
- Being respectful of their personal property and that of other persons in the facility. Patients are to observe safety and no smoking regulations.
- Providing a friend or family member to transport them home from the facility and provide aftercare for 24 hours. For your safety taxi or bus are not considered appropriate transportation home.

### Advance Directives:

Northwest Weight & Wellness Center supports an individual's rights to make informed health care decisions, including the right to accept or refuse treatment and the right to formulate advance directives. It is the policy of Northwest Weight & Wellness Center that DNR orders be suspended while you are a patient at the center. In the unlikely event of a life-threatening emergency, professional staff will initiate resuscitation or other stabilizing measures and transfer you to an acute care hospital for further evaluation, regardless of the contents of any advance directives, existing DNR orders, or instructions from a health care agent or family member. At the acute care hospital, further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes or advance directives.

**If you have an advanced directive, you should notify your physician and bring a copy of it to the clinic so it may be included in your medical record.**

### Physician Ownership Disclosure:

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