

Your Rights

As a patient of WhidbeyHealth Medical Center, you have the following rights:

1. To be treated and cared for with dignity and respect.
2. To be informed and agree to care with complete and accurate information regarding your condition, your medical care, treatment alternatives, the risks and possible side-effects of specific treatments, and to be informed of any unanticipated outcomes.
3. To participate freely in all aspects of your care including resolving problems with your care decisions.
4. To refuse treatment within the restraints of the law, and to be informed of the medical consequences of this action.
5. To have confidentiality, privacy, security and spiritual care, and not restricted from communication with others. If communication restrictions are necessary for patient care and safety, the facility must document and explain the restrictions to the patient and family.
6. To leave the hospital. If you do this against the judgment of your physician, you will be asked to sign a release.
7. To a detailed explanation of your hospital bill, and to counseling to obtain financial assistance if needed.
8. To timely complaint resolution without fear of retribution or denial of care. You may register a complaint by contacting the nursing supervisor, if it requires immediate attention, or by contacting the hospital administration.
9. To expect quick response to reports of pain.
10. To exercise your cultural and spiritual beliefs and include family input in care decisions.
11. To be protected from abuse and neglect and be cared for in a safe and secure environment.
12. To access protective service.
13. To have advance directives and for the hospital to respect and follow those directives. You also have the right to request no resuscitation or life-sustaining treatment and end-of-life care.
14. To donate organs and other tissues and to receive information and counseling from our staff. You may also delegate your directions to family or surrogate decision makers.
15. To receive visitors of your choice unless it is clinically necessary to restrict visitors.
16. To be provided with a written statement of your patient rights.

If you feel your rights have been violated, you may file a complaint using our internal grievance system by contacting:

Katie Carr RN
Director of Quality and Patient Safety
101 N. Main St.
Coupeville, WA 98239
(360) 678-7656 ext. 3151
(360) 321-7656 ext. 3151

Or you may contact:
Washington Department of Health
HSQA Complaint Intake
PO Box 47857
Olympia, WA 98045-7857
Phone 360-236-4700
Toll free 800-633-6826
Email: HSQA.Complaintintake@doh.wa.gov

Your Responsibilities

As a patient of WhidbeyHealth Medical Center, you have the following responsibilities:

1. To give complete, accurate, and truthful information about your present condition, past illnesses, and previous hospitalizations.
2. To ask for information you need in order to make voluntary, competent, and informed decision regarding your treatment.
3. To communicate your acceptance of the treatment plan recommended by your physician.
4. To participate responsibly in your treatment, and to follow the treatment plan agreed upon by you and your physician.
5. To respect the rights of hospital personnel and other persons responsible for your care while you are in the hospital.
6. To be considerate and respect the rights of other patients and visitors at WhidbeyHealth Medical Center.
7. To conduct yourself within the rules, policies, and procedures of WhidbeyHealth Medical Center, and to utilize the hospital appropriately.
8. To educate yourself and inform the hospital regarding your eligibility for third-party payment.
9. To ask your physician or nurse what to expect regarding pain and pain management.