

# Patient Rights & Responsibilities

At Virginia Mason Franciscan Health, we are committed to building healthier communities, and believe in treating every individual with humankindness, including respect, dignity, and fairness. Here's what you can expect:

- **Inclusive and Compassionate Care:** We care for all people. You will receive considerate, compassionate care without discrimination based on race, age, ethnicity, citizenship, economic status or background, marital status, sexual orientation, and gender identity or expressions.
- **Quality and Safety:** Your well-being is our priority. We provide safe, high-quality care, regardless of your ability to pay. You can ask questions about care decisions, or ask for an ethics meeting to resolve concerns.
- **Freedom from abuse and neglect:** You have the right to be free from all forms of abuse, neglect, or harassment. You have the right to contact protective services or other government agencies of perceived neglect or abuse.
- **Kindness and Respect:** We ask that you join us in fostering a culture of kindness and respect. Your consideration for others, whether they're providing care or receiving it, is greatly appreciated.
- **Privacy Matters:** Protecting patient privacy is not just a legal requirement, it is our promise to you. Our commitment to confidentiality is unwavering. Consultations, examinations, and treatments are discreetly conducted, and your personal information is confidential.
- **Your Values and Beliefs:** Your personal, cultural, and spiritual values are a significant part of who you are, and we honor them in your treatment decisions. You have the freedom to involve someone you trust in your health care discussions, and we'll keep them informed about your hospital journey.
- **Healing Environment:** For everyone's well-being, please refrain from bringing weapons, engaging in illegal activities, or smoking/vaping on our premises. We have zero tolerance for threats, violence, or any form of disrespect. Our commitment to safety and dignity extends to all identities and backgrounds. Your cooperation with our rules and regulations is essential for maintaining a safe and healing environment for all.
- **Service Animals:** We recognize the importance of your service animal to your health and well-being. While we can't accommodate pets, we fully support your right to have your service animal by your side. We kindly ask that you take care of your service animal's needs, as our staff are unable to provide care, food, or a special area for them. Should any health or safety concerns arise, we will work with you to find suitable accommodations.
- **Financial Responsibilities:** We understand that healthcare costs can be complex, and we are here to help you. If you would like to explore options for assistance, please contact our financial advisors at 1-888-779-6380.

## Engaging in Your Health Care Choices

**Your voice matters:** We will provide you with clear, understandable information. Your care team will guide you through the details of your condition, available treatments, and their potential outcomes, including any risks or side effects in a way you can understand. We're committed to ensuring you feel informed and confident in making decisions that align with your health goals. We encourage you to ask questions and engage in discussions about your care. After all, you know yourself best, and we're here to listen and collaborate with you.

- **Open Communication:** Provide accurate and complete health information. Inform the care team about changes in symptoms or condition. Ask questions if information or instructions are unclear. Participate in care planning and discharge planning when able. You will be informed about unanticipated outcomes related to your care. This information may be shared with you, your family, or your legally authorized representative.
- **Advance Directives:** Let us know your wishes regarding future care. Providing us with your advance directives ensures that your preferences are respected.
- **Your Consent Matters:** You have full control over your treatment choices, including the right to consent, cancel, or withhold permission for any procedure. Your autonomy extends to end-of-life and life-sustaining treatments, as well as the generous act of tissue and organ donation.

## Communication Tailored to You

We understand that open, effective, clear communication is key to your comfort and confidence. If you have special requirements, please inform your healthcare team. We're here to accommodate and support you. We offer a range of communication services to meet your needs, at no cost to you:

- **Qualified Medical Interpreters**
- **Sign Language Interpreters**
- **Translation services**
- **Large print or accessible materials**
- **Auxiliary aids and communication support**

## Choosing Your Visitors

We welcome your chosen visitors to be part of your care journey, as their presence is invaluable to your recovery and well-being. You have the autonomy to decide who visits you. We honor your choices without restrictions based on age, race, ethnicity, color, origin, cultural background, religion, gender identity, sexual orientation, disability, citizenship, language, or immigration status.

- **Designating Your Support:** You may designate visitors and appoint support person(s) to manage your visitation rights. Your visitors will enjoy the same access as immediate family members, though medical decision-making remains a separate matter.
- **Visitor Conduct:** We expect all visitors to uphold the same safety and respect standards we cherish. Any form of threat, violence, or disrespect is not permitted within our premises.
- **Visitation Check-In and Guidelines:** Visitors may be asked to check in at our entrances to ensure a secure environment for all. We may need to set visitation limits to ensure everyone's rights and safety are upheld.
- **Visitor Assistance and Emergency Aid:** Visitors requiring medical assistance should bring an escort to help during their visit. While our staff are not responsible for providing medical aid to visitors, we are fully prepared to respond in the event of an emergency.

## Your Feedback is Valuable

If you have any complaints about your care, please know that sharing them will never affect the quality of service you receive. You can submit a formal grievance at any time, at your chosen facility, and you will receive information about the grievance process, and a timely and thoughtful written response.

Should you wish to reach out to external agencies, here are some contacts for your convenience:

- **Washington Department of Health Complaint Line:** 1-800-633-6828;
- **U.S. Department of Health and Human Services, Office for Civil Rights:** 1-800-368-1019 or 1-800-537-7697 (TDD);
- **Joint Commission Office of Quality Monitoring:** 1-800-994-6610;
- **ADA Information Line:** 1-800-514-0301 (voice) or 1-833-610-1264 (TTY)

This information is also available electronically at [vmfh.org/St-Anthony-Hospital-RR](http://vmfh.org/St-Anthony-Hospital-RR).