



## **PATIENTS RIGHTS AND RESPONSIBILITIES**

We want to encourage you, as a patient at Salish Integrative Oncology Care Center (SIOCC), to communicate openly with your health care team, participate in your treatment choices, and promote your own safety by being well informed and actively involved in your care. We want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your treatment at SIOCC. We invite you and your family to join us as active member of your care team.

### **YOUR RIGHTS**

You have the right to receive considerate, respectful and compassionate care regardless of your age, gender, race, national origin, religion, sexual orientation or disabilities.

You have the right to receive care in a safe environment free from all forms of abuse, neglect or harassment.

You have the right to be called by your proper name and to be told the names of the doctors, nurses and other health care team members involved in your care.

You have the right to have a family member or representative of your choice and your own physician notified promptly of your treatment performed at SIOCC.

You have the right to be told by your physician about your diagnosis and possible prognosis, the benefits and risks of treatment, and expected outcome of treatment, including unanticipated outcomes. You have the right to give written informed consent before any non-emergency procedure begins.

You have the right to have your pain assessed and to be involved in decisions about managing your pain.

You can expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. You may ask for a chaperone during any type of examination.

You have the right to access protective and advocacy services in cases of abuse or neglect.

You, and family members or friends with your permission, have the right to participate in decisions about your care, treatment and services provided, including the right to refuse treatment to the extent permitted by law. If you discontinue treatment against the advice of your physician, SIOCC will not be responsible for any medical consequences that may occur.

You have the right to agree or refuse to take part in medical research studies. You may at any time withdraw from a study.

You have the right to sign language or language interpreter services. We will provide as needed.

You have the right to make an advance directive, appointing someone to make health care decisions for you if you are unable.

You have a right to receive detailed information about your Salish Cancer Center Charges.

You can expect that all communications and records about your care are confidential, unless disclosure is necessary, as required by law or you have signed a release statement to a specific recipient. You have the right to see or obtain a copy of your medical records and have the information explained as needed.

You have the right to voice concerns about the care you receive. If you have a complaint, you may talk with your physician, another healthcare provider, nurse manager, or departmental supervisor. You may also ask to speak to the Practice Administrator in person, during clinic hours, or by phone at 253-382-6300.

You may look at your medical records in the EMR with a Salish Cancer Center employee and request copies of information.

## YOUR RESPONSIBILITIES

You are expected to provide complete and accurate information. This includes your full name, address, home telephone number, date of birth, social Security number for treatment or billing, insurance carrier and employer, when it is required.

You should provide Salish Cancer Center with a copy of your advance directives if you have one.

You are expected to provide complete and accurate information about your health and medical history, including present condition, past illness, hospital stays or prior treatments, medicines, vitamins, herbal products and other matters that pertain to your health, including perceived safety risks.

You are expected to ask questions when you do not understand information or instructions. When you feel unable to follow through with your treatment plan, you are responsible for telling your physician.

You are expected to treat all Salish Cancer Center staff, other patients and visitors with courtesy and respect; abide by Salish Cancer Center rules and safety regulations; and be mindful of noise levels, privacy and number of individuals who accompany you for treatment.