

## **MultiCare Cascade Surgical Center Patient Bill of Rights**

**Patients of VP Surgery Center of Auburn (also doing business as MultiCare Cascade Surgical Center) have the right to:**

1. Treatment without regard to sex, or cultural, educational, or religious background.
2. The patient will be treated and cared for with (a) dignity and respect in a safe setting. (b) Confidentiality, privacy, security, complaint resolution, spiritual care, and communication. Communication restrictions when necessary for patient care and safety, the facility must document and explain the restrictions to the patient and family in accordance to the WAC 246-330-125 (1b).
3. Environment free from all forms of abuse, neglect, or harassment RCW 26.44.030.
4. Access to protective services.
5. Exercise his/her rights without being subject to or reprisal.
6. The knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians who will see him/her. All healthcare professionals practicing at the facility have had their credentials verified and have been approved to practice at the facility by the Governing Board.
7. Receive information from his/her physician about his/her illness, his/her course of treatment, and his/her prospects for recovery in terms he/she can understand. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person. If a patient is judged incompetent under applicable State health and safety laws by a court of proper jurisdiction, 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 law may exercise the patient's rights to the extent allowed by State law.
8. Receive the necessary information about any proposed treatment or procedure to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in his treatment, alternate course of treatment or non-treatment and the risks involved in each, and the name of the person who would carry out treatment or procedure.
9. Patient to be informed of unanticipated outcomes according to RCW 70.230.150.
10. Participate actively in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to refuse treatment.
11. Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
12. Confidential treatment of all communications and records pertaining to his/her care. His/her written permission shall be obtained before his/her medical records are made available to anyone not concerned with his/her care.
13. Reasonable responses to any reasonable request he/she makes for services.
14. Reasonable continuity of care and to know in advance the time and location of appointments as well as the physician providing the care.
15. Be advised if physician proposed to engage in or perform human experimentation affecting care or treatment. The patient has the right to refuse to participate in such research projects without hindering their access to care.
16. Be informed by his/her physician or designee of his/her continuing health care requirement. Examine and receive an explanation of his/her bill regardless of source of payment.
17. Have all patients' rights explained to the person who has legal responsibility to make decisions regarding medical care on behalf of the patient.
18. Express any suggestions verbally or in writing on the patient survey.



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19. The patient has the right to be involved in all aspects of their care including resolving problems with care decisions.
20. **Advance Directives or Do Not Resuscitate orders will not be honored at MultiCare Cascade Surgical Center.** Be advised that should an unexpected life-threatening event occur; we will perform life savings measures and call for an emergent transfer of the patient to another facility per our transfer agreement and policy. A copy of your Advance Directive, if available, will be sent with you to the hospital.
21. Patients are informed their right to change their provider if any other qualified providers are available.
22. For any grievances, concerns or feedback related to the center, or the center's physicians or staff, please call MultiCare Cascade Surgical Center Human Resources Department, Cari Wilson, at 253-833-7750, option (\*). All attempts will be made for a timely complaint resolution within 2 weeks of the initial complaint depending on the nature of the complaint. RCW 70.230.080 (1d).
23. For a grievance that cannot be resolved by contacting MultiCare Cascade Surgical Center Human Resources, in accordance with RCW 70.230.160, you may contact the:

**Washington State Department of Health.**

**HSQA Complaint Intake**

PO Box 47857

Olympia, WA 98504-6828

Phone: 360-236-4700 Toll Free: 1-800-633-6828 Fax: 360-236-2626

Email: [HSQAComplaintIntake@doh.wa.gov](mailto:HSQAComplaintIntake@doh.wa.gov)

**The Office of the Medicare Beneficiary Ombudsman:**

[www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html)

**Medicare Help and Support: 1-800-MEDICARE**

**Accreditation Association for Ambulatory Health Care**

1-847-853-6060

Patients are assured to be free from any act of discrimination or reprisal for exercising the above rights.