

## Patient Rights and Responsibilities

*Northwest Medical Specialties, PLLC wants you to be aware of your rights as a patient. We will do everything possible to make sure your rights are respected.*

As a patient at Northwest Medical Specialties, PLLC, you have the right:

- To considerate and respectful care under all circumstances
- To treatment without regard to gender, cultural, economic, educational or religious background, handicap or disability
- To the knowledge of the name, professional status and relationship of the provider responsible for coordinating your care
- To receive information from your physician about your illness, course of treatment and your prospects for recovery, in terms that you can understand. When it is medically inadvisable to give such information to a patient, the information is provided to the person designated by the patient, or to a legally authorized person
- To receive the necessary information about any proposed treatment or procedure to give an informed consent or to refuse this course of treatment
- To participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to refuse treatment
- To full consideration of privacy concerning your 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
- To confidential treatment of all communications and records pertaining to your care
- Your written permission shall be obtained before your medical records are made available to anyone not concerned with your care
- To reasonable responses to any request you make for services
- To reasonable continuity of care, to know in advance the time and location of appointments, as well as the physician providing the care
- To be advised if the physician proposes to engage in or perform human experimentation affecting your care of treatment. The patient has the right to refuse to participate in such research projects
- To be informed by your physician or designee, of your continuing health care requirements
- To examine and receive an explanation of your bill regardless of source of payment
- To have all patient rights explained to the person who has legal responsibility to make decisions regarding medical care on behalf of the patient
- To report any concerns regarding the quality of care provided to you without the fear of getting poor treatment and to receive a response to your comments
- To leave the facility even against medical advice
- Be informed, in advance of care/service being provided and their financial responsibility
- Receive information about the scope of services that the organization will provide and specific limitations on those services

- Be informed of client/patient rights under state law to formulate an Advanced Direct, if applicable
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect or property investigated
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Choose a healthcare provider, including an attending physician, if applicable
- Be informed of any financial benefits when referred to an organization

*At Northwest Medical Specialties, PLLC, we want you to play an active role in your health care.*

As a patient, you and/or a legally responsible guardian or conservator have a responsibility:

- To provide complete and accurate information regarding you present ailment, past medical history, and other matters pertaining to your health
- To ask questions about unfamiliar practices or procedures and make it known whether you clearly comprehend the course of treatment and what is expected of you
- To follow the treatment plan established by the physician including the instructions of nurses and other health care professionals as they carry out the physicians' orders
- To provide written consent to, or refusal of, treatment and/or procedures as requested by physicians and or other healthcare personnel
- To promptly meet financial responsibilities including provision of appropriate insurance and billing information
- To keep your appointments and when unable to do so for any reason, to notify our office within 24 hours of the appointment
- To provide a responsible adult to drive you home and if necessary to stay with you
- To be considerate and respectful of the rights of other patients and facility personnel
- Client/patient submits forms that are necessary to receive services

## PROVIDING FEEDBACK

---

Our goal is to provide the best healthcare experience possible while you are at our facility. Patient, families or visitors have the right to express any complaints or concerns about any aspects of their care or experience, which will be addressed according to our policy. Concerns may be addressed to the Administrator at (253) 428-8700 (8:00 am – 5:00 pm PST) or to any staff member or you may mail your comments to 1624 South I Street, #305, Tacoma, WA 98405.

If you feel it is necessary, complaints may also be shared with the Secretary of Health, Washington State Department of Health, Health Systems Quality Assurance, HSQA Complaint Intake, P.O. Box 47857, Olympia, WA98504-7857, 1-800-633-6822, [HSQACComplaintintake@doh.wa.gov](mailto:HSQACComplaintintake@doh.wa.gov), or the Office of the Medicare Beneficiary Ombudsman, Office of the Regional Administrator, Division of Survey and Certification Operations Branch Manager at 2201 6<sup>th</sup> Avenue, Suite 801, Seattle, WA 98121, 206-615-2313, 1-800-MEDICARE (1-800-633-4227), 1-877-486-2048 (TTY), [www.medicare.gov](http://www.medicare.gov).