Policy Number: 86100-PRE-023

PURPOSE:
To outline the accountability of Providence caregivers and representatives to ensure that all patients are informed of their rights and responsibilities.

APPLIES TO:
This policy applies to all members of the Providence Health & Services Southwest Washington Service Area (SWSA) Providence Centralia Hospital (PCH) workforce, including caregivers (all employees), medical staff members, contracted service providers, and volunteers. It also applies to all vendors, representatives, and any other individuals providing services to or on behalf of PCH. All of these groups will be referenced in this policy as "caregivers and representatives."

POLICY STATEMENT:
Consistent with our Mission and Core Values and with applicable state and federal law, Providence respects and upholds the rights and responsibilities of all individuals receiving care and services at PCH. Patients are made aware of their rights and responsibilities prior to receiving hospital care or services.

OBSERVATION & SAFETY FACTORS:
N/A

PROCEDURE:
1. "Patient Rights and Responsibilities" are posted at key entries to PCH.
2. All patients or their designated representative will be given a patient rights brochure and will be asked to read and understand their patient rights.
3. In every encounter, patients will be treated with compassion and respect.
   A. Caregivers and providers will be educated on our patients' rights and responsibilities.
4. If a caregiver becomes aware of a situation where a patient's rights may have been violated, the caregiver will inform his or her manager and fill out an Unusual Occurrence Report.

AGE-RELATED CONSIDERATIONS:

No

CONTRIBUTING DEPARTMENT/COMMITTEE APPROVALS:

• WA Council (2017)

DEFINITIONS:

N/A

ATTACHMENTS:

N/A

OWNER:

VP Operations / Regional Chief Nursing Officer SWSA

REFERENCES:

• Joint Commission
• Conditions of Participation: Patient Rights 42 CFR 482.13 (1999)
• Washington Administrative Code 246-320-245
• Per WAC 246-320-141 this policy must be publicly posted on PCH internet site, any updates must be reported to the state and updated on the internet site within 30 days of update

ADMINISTRATIVE APPROVAL:

Chief Administrative Officer SWSA


Attachments: No Attachments

Approval Signatures

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<tr>
<th>Approver</th>
<th>Date</th>
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<tbody>
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