



Patient “Bill of Rights” and Responsibilities

- Patients and their property are treated with consideration, dignity and respect, without harassment, abuse, discrimination, reprisal, retribution or denial of care. Patients have the right to be protected from abuse and neglect, and have access to protective services.
- Patients have the right to appropriate privacy, confidentiality, security, spiritual care, and communication, provided in a safe setting, and in a sanitary environment. In the event that communications restrictions are present, such as language barriers, Dermatology of Seattle Surgery Center will make reasonable attempts to communicate in the manner primarily used by the patient.
- Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. 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. Family input in care decisions will be provided in compliance with existing legal directives of the patient or existing court-issued legal orders.
- Patients are given the opportunity to participate in decisions involving their healthcare, including right to refuse care and treatment, and ability to resolve problems with care decisions, except when such participation is contraindicated for medical reasons.
- Patients have a right to know the services available, agree to their care and be fully informed about their treatment and expected outcome. The patient have a right to be informed of unanticipated outcomes.
- Patients have a right to be informed of provisions for after-hour and emergency care if needed.
- Patients have a right to know the facility fees for services and payment policies.
- Patients have a right to be informed of patient rights, conduct and responsibilities.
- Patients have a right to refuse to participate in experimental research. Patient’s access to care will not be hindered by refusal to participate in research. Patients will be provided informed consent for any research, investigation and clinical trials.
- Patients have a right to be notified of the center’s policy on Advance Directives, as required by state of federal law and regulations.
- Patients have a right to know the name and credentials of health care professionals providing their care.
- Patients have the right to change their provider if other qualified providers are available.
- If a patient is not competent to make decisions regarding their care, a legal representative or surrogate designated by the patient may exercise the patient’s rights, to the extent of the laws of our state.
- Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.
- Patients have a right to timely complaint resolution. The timeframe for resolution of all grievances at Dermatology of Seattle Surgery Center is defined as 14 days or less.

Patients have the right to file grievances regarding treatment or care that fails to be furnished. Please contact one of the following if you have complaints or grievances:

- Dermatology of Seattle Surgery Center Administrator 206-988-6836;
- HSQAComplaintIntake@doh.wa.gov PO Box 47857, Olympia, WA 98504-7857 TTY Users dial 711 for the Washington Relay Service HSQA Complaint Intake: Phone: 1-800-633-6828; Fax: 360-236-2626;
- Office of the Medicare Beneficiary Ombudsman Phone: 1-800-MEDICARE
The Medicare Beneficiary Ombudsman is available to help patients understand their rights, protections and options. www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman/html

Patient (and/or surrogate) Responsibilities require the patient to:

- Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- Follow the treatment plan prescribed by his/her provider.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Inform his/her provider about any living will, medical power of attorney, or other advance directive that could affect his/her care.
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Be respectful of all the health care providers and staff, as well as other patients.