

AS A PATIENT, YOU HAVE THE RIGHT TO:

- Considerate, respectful care at all times and under all circumstances with the recognition of your personal dignity.
- Personal and informational privacy and security for self and property.
- Have a surrogate (parent, legal guardian, person with medical power of attorney) exercise the Patient Rights when you are unable to do so, without coercion, discrimination or retaliation.
- Confidentiality of records and disclosures and the right to access information contained in your clinical record. Except when required by law, you have the right to approve or refuse the release of records.
- Information concerning your diagnosis, treatment and prognosis, to the degree known. Participate in decisions about medical care, including the right to accept or refuse medical or surgical treatment after being adequately informed of the benefits, risks and alternatives, without coercion, discrimination or retaliation.
- Competent, caring healthcare providers who act as your advocate and treat your pain as effectively as possible.
- Know the identity and professional status of individuals providing service and be provided with adequate education regarding self-care at home, written in language you can understand.
- Be free from unnecessary use of physical or chemical restraint and or seclusion as a means of coercion, convenience or retaliation. Be able to access protective services as needed.
- Know the reason(s) for your transfer either inside or outside the facility.
- Impartial access to treatment and spiritual care regardless of race, age, sex, ethnicity, religion, sexual orientation, or disability.
- Receive an itemized bill for all services within a reasonable period of time and be informed of the source of reimbursement and any limitations or constraints placed upon your care.
- Know the identity and professional status of individuals providing service and be provided with adequate education regarding self-care at home, written in language you can understand.

Last reviewed 4/2004

10/10/2010 reviewed – updated

01/24/2011 reviewed - updated

- File a grievance with the facility by contacting the manager, via telephone or in writing, when you feel your rights have been violated.

Julie Downs, Manager

17910 Talbot Rd South, #100

Renton, WA 98055

(425) 235-9981 ext 102 Phone

(425) 271-1217 Fax

julie@sportsmedicinctr.com Email

- Report any comments concerning the quality of services provided to you during the time spent
at the facility and receive a fair follow-up on your comments.
- Know about the business relationships among the facility, healthcare providers, and others that might influence your care of treatment.
- File a complaint of suspected violations of health department regulations and/or patient rights.
- Complaints may be filed at:

HSQA Complaint Intake

Post Office Box 47857

Olympia, WA 98504-7857

(360) 236-4700

(800) 633-6828

HSQAComplaintintake@doh.wa.gov

Office of the Medicare Beneficiary Ombudsman

<http://www.cms.hhs.gov/center/ombudsman.asp>

Sports Medicine Center

&

Sports Medicine Center Day Surgery

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