

WE CARE ABOUT OUR PATIENTS' RIGHTS AND RESPONSIBILITIES

Rockwood is dedicated to providing you with exemplary healthcare services both in terms of your treatment and your overall experience as our patient. As a patient you have both rights and responsibilities. We want to make you aware of these rights and responsibilities so you can be an active participant in your healthcare.

As a patient you have the right to:

- Be treated with dignity, respect and consideration in all matters including your cultural and religious beliefs
- Participate in your care and make informed decisions about your care
- Know you will not be denied access to care due to race, creed, color, national origin, sex, age, sexual orientation or disability
- Be provided complete information, to the degree known, about your evaluation, diagnosis, treatment options and prognosis in terms you, or your legally authorized representative, understand
- Refuse treatment to the extent permitted by law and to be informed of the possible consequences of your refusal
- Consent to participate in, or refuse to participate in, research or clinical trials
- Be free from all forms of abuse and neglect and be afforded access to protective services as needed
- Be informed of Rockwood's policies pertaining to advance directives, to provide Rockwood a copy of your advance directive, and have it followed unless otherwise notified
- Appropriate assessment and management of your pain
- Be free from any forms of restraint or seclusion as a means of convenience, discipline, coercion or retaliation
- Know the names and professional titles of your physicians and caregivers
- Request a change of your provider or request a second opinion if you choose
- Expect personal privacy and to receive care in a safe environment
- Be free to express concerns or grievances regarding your care and expect a timely resolution
- Be informed of unanticipated outcomes
- Include your family or other legally authorized representatives in your healthcare decisions
- Expect that the confidentiality of your clinical and personal information will be maintained
- Review your medical record or request copies of your protected health information within the limits of the law
- Be given an explanation of all items on your bill
- Be provided with information about your continuing healthcare needs.

As a patient you have a responsibility to:

- Provide accurate and complete information about all matters pertaining to your health, including past or present medical problems and all current medications including over the counter products and dietary supplements
- Advise your provider of all known allergies and sensitivities
- Follow the instructions and advice of your healthcare team. If you refuse treatment, or do not follow their instructions or advice, you must accept the consequences of your actions
- Report changes in your condition or symptoms, including pain, to a member of your healthcare team
- Be respectful of all Rockwood healthcare providers and staff
- Respect the rights and property of others
- Keep scheduled appointments or to cancel them in advance, if at all possible
- Pay your bills or make arrangements with our Business Office to meet your financial obligations.

Questions or concerns?

You and your family are encouraged to discuss any concerns you have about your care. We ask that you discuss your concerns with your doctor, nurse, or other caregiver. If your concern is not resolved to your satisfaction you are encouraged to contact our Patient Relations department at (509) 342-3730 or contact a member of our administrative team directly at (509) 342-3700. It is important for you to know that your care will not be affected in any way if you express a concern or complaint.

Should you continue to remain concerned about an issue after contacting Patient Relations or a member of our administrative team, you may contact the Washington State Department of Health Complaint Hotline at 1-800-633-6828. You may also contact the Office of the Medicare Beneficiary Ombudsman at: www.medicare.gov/Ombudsman/activities.asp.

The logo for Rockwood, featuring the word "ROCKWOOD" in a bold, sans-serif font. The letters "R", "O", "C", "K", "W", "O", and "D" are in red, while the letter "O" in the middle is black.