



# Patient Rights and Responsibilities

## As a patient at SEARHC, you have a right to:

- Receive care in a safe environment free from all forms of abuse, neglect, mistreatment or harassment.
- Competent, considerate and respectful health care, regardless of race, creed, age, sex or sexual orientation.
- Have pain assessed and to be involved in decisions about pain treatment and management.
- If not medically required, to be free from restraint and seclusion in any form.
- Have cultural, personal values, beliefs and preferences respected.
- Obtain information from a medical provider regarding diagnosis, treatment, and prognosis.
- Receive visitors designated by the patient.
- And need for effective communication.
- Know the identity of physicians, nurses, and others involved in their care.
- Make decisions about the plan of care prior to and during the course of treatment, and to refuse a recommended treatment or plan of care.
- To have an advance directive.
- To every consideration of privacy.
- Expect that all communications and records pertaining to his/her care will be treated as confidential by the organization.
- Review records pertinent to his/her medical care.
- Expect that within its capabilities, the organization will make reasonable response to the request of a patient for appropriate and medically indicated care and services.
- Ask for and be informed of business relationships that may influence the patients care, treatment and services.
- Consent or decline to participate in research studies.
- Expect reasonable continuity of care.
- Information about organizational policies and practices that relate to patient care, treatment and services.
- To be informed of the organizational charges for services and payment methods.
- To be involved in discharge planning.

- To be free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socio-economic status, sex, sexual orientation, and gender identity or expression.
- To be involved in the decision-making process about his/her care, treatment or services; including the right to have his/her, family and physician notified promptly of his/her admission to the hospital.

## As a swing bed patient at SEARHC, you have the right to:

- Participate in activities of any social, religious, and community groups.
- Privacy for visitors and if married to share a room with a spouse if both are patients at the same facility.
- To be treated by the physician of choice.
- To have stationary, postage, writing implements and privacy in sending and receiving mail.
- Access to a telephone for private conversations.
- Retain personal possessions, including some furnishings, and appropriate clothing, as space permits unless to do so would infringe upon the rights, health and/or safety of other residents.
- To have family members and physician notified of your admission.
- Work in the facility, whether volunteer or paid.
- Have the environment of care support his/her self-image and dignity.
- Room changes in an organization that is a composite distinct part.
- Have the family notified of the name, specialty, and telephone number of the Licensed Independent Practitioner (LIP) or another person who is responsible for him/her.
- To have the organization help him/her make and keep appointments with medical and other LIPS.
- To choose with whom he/she communicates.

## As a patient at SEARHC, you are responsible for:

- Providing information about past illnesses, hospitalizations, medications and other matters related to your health status.

- Making sure the organization has a copy of his/her advance directive.
- Informing your physicians and other caregivers of any anticipated problems with the prescribed treatment.
- To be aware of the organizations responsibility to the community.
- Providing necessary information for insurance claims and for paying bills in a timely manner.
- Recognizing the impact of his/her life-style on your personal health and for taking accountability for the consequences of that life-style.
- To treat all SEARHC staff, other patients, and visitors with courtesy and respect.
- Following your clinician's advice. If he/she refuses to follow instructions given by your health care clinician, you are responsible for any medical consequences.
- Paying copayments at the time of the visit or other bills upon receipt.

Federal and State laws and regulations provide guidelines, which SEARHC follows in order to provide quality health care services. These include the Health Insurance Portability and Accountability Act (HIPAA), the Privacy Act, and Alcohol and Drug Confidentiality regulations, as well as The Joint Commission accreditation standards.

## Your concern is our concern

If you have questions, want more information, or wish to make a report, complaint, or grievance, you may contact:

SEARHC Patient Experience Team at:  
**907-966-8860** – Mt. Edgecumbe Hospital Representative  
**907-463-6656** – Juneau Representative  
**907-755-4983** – ARMC/POW Representative

Alternatively, send an email to:  
[patientfeedback@searhc.org](mailto:patientfeedback@searhc.org)

The Joint Commission  
You may also contact the SEARHC accrediting group at:  
The Joint Commission Office of Quality Monitoring  
**800-994-6610** or  
[complaint@jointcommission.org](mailto:complaint@jointcommission.org)