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.

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.

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. Edgcumbe Hospital
907-463-6656 – Juneau Representative
907-755-4983 – ARMC/POW Representative
Alternatively, send an email to:
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