

PATIENT RIGHTS AND RESPONSIBILITIES

The Polyclinic wants you to receive the best possible care. To that end, we want you to be a partner in your care. You have specific rights and responsibilities that will help make your care as safe and effective as possible.

Patient Rights

As a patient at The Polyclinic you have the right to:

- Receive care without discrimination due to race, creed, color, national origin, ancestry, religion, gender, sexual orientation, marital status, age, and/or handicap.
- Participate actively in decisions regarding your medical care and the right to refuse treatment.
- Have all communications and records pertaining to your health care kept confidential in accordance with state and federal medical record and patient confidentiality and privacy laws.
- Examine and receive an explanation of your bill regardless of the source of payment.
- Receive considerate care in a safe and private environment that respects your values, beliefs and life philosophy.
- Express comments or feedback regarding your care to your physician or other care provider or a member of our management team.

Patient Responsibilities

As a patient at The Polyclinic you have the responsibility to:

- Provide accurate and complete information about your health, including current conditions, past illnesses, hospitalizations, medications and other health-related issues.
- Ask questions when you need clarification about your care and what you are expected to do.
- Follow the care, service, or treatment plan developed with your cooperation and tell your health care team if you have any concerns about your ability to follow the plan.
- Accept the consequences of your actions if you choose not to follow the treatment plan.
- Keep your appointments or to notify the clinic in advance if you are unable to do so.
- Be respectful of The Polyclinic staff, other patients and property.
- Assure the financial obligations regarding your care are fulfilled as promptly as possible and to cooperate with The Polyclinic regarding billing, payment and insurance reimbursement.
- Not bring firearms and/or animals (except service animals) into any Polyclinic facility.

Your Concerns

All Polyclinic providers, physicians, and staff are dedicated to understanding and resolving your concerns. We pledge to you our timely evaluation of your concerns and a collaborative approach to resolution. If we are unable to resolve your concern to your satisfaction, you have the right to contact:

The Washington State Department of Health

Contact Information: HSQA Complaint Intake PO Box 47857 Olympia, WA 98504-7857
Phone: 360-236-4700 | Toll Free: 800-633-6828 | Email: HSQAComplaintIntake@doh.wa.gov

Centers for Medicare & Medicaid Services

Office of the Medicare Beneficiary Ombudsman
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
Toll Free: 800-MEDICARE