Patient Rights and Responsibilities, 10793

Policy/Procedure

PURPOSE:
Outline the objectives of, and communication process for, notifying patients and their families and/or representatives of their rights and responsibilities.

POLICY:
Seattle Children’s assists patients and their families/representatives in understanding and exercising their rights and responsibilities in the care delivery process. Patient safety is enhanced when patients and their families/representatives are partners in the health care process and have a clear understanding of their rights and responsibilities.

PROCEDURE:

I. The “Rights and Responsibilities” brochure delineates for patients and their families/representatives their rights and responsibilities as provided by state and federal law, as well as any additional rights provided by and responsibilities imposed by Seattle Children’s Hospital. Those rights and responsibilities are, by this reference, incorporated into this policy and procedure.

II. Patient Access to Notice of Rights and Responsibilities

A. Whenever possible, patients and/or their families/representatives must be provided notice of rights prior to the delivery, or discontinuation, of care.

1. Admission Services Coordinators or Registration Coordinators will:
   i. Offer each patient and/or patient's family/representative a copy of the "Rights and Responsibilities" brochure at the time of obtaining consent during admission or registration (see Administrative P&P, Consent for Care and Treatment (10288)), and
   ii. Document in the electronic health record every time the Admission Services Coordinator or Registration Coordinator offered the brochure and whether the patient and/or family/representative accepted it.
2. Services and programs may provide additional rights and impose additional responsibilities, communicating them with patients and/or their families/representatives at the point of care. These additional rights and responsibilities may derive from federal and/or state regulations and/or organizational and patient safety needs, as agreed upon by appropriate organizational leadership.

B. The "Rights and Responsibilities" brochure is available to print or order from the Patient Education Database on CHILD. For database access or ordering help, contact the Family Resource Center at 206-987-2201.

C. “Rights and Responsibilities” brochures are displayed near patient registration areas and the Family Resource Center.

D. "Rights and Responsibilities" signs are displayed at main patient entrances.

III. Patient Understanding of Rights and Responsibilities

A. The communication of rights and responsibilities needs to be provided to patients or their families/representatives in a manner that meets their needs for understanding.

B. If a patient or their family/representative has alternative communication needs, interpretation and translation services must be provided in accordance with the Clinical P&P, Interpreter and Translation Services (10585).

C. Staff should offer to answer questions about rights and responsibilities and, when they are uncertain of how to answer, escalate questions to local leadership and inform the patient and/or family/representative of that action. If staff need additional information about how to address questions, they can contact Patient and Family Relations at 206-987-2550 (between 8 am and 3:30 pm, Sunday-Friday) or consult Clinical P&P, Escalation Protocol for Patient Care, Safety Concerns, or Off-Policy Requests (10219).

Additional Resources:

• Administrative P&P, Partnership Plan, 11695

REFERENCES:


Condition of participation: Patient’s rights, 42 CFR 482.13.


Nondiscrimination on the Basis of Race, Color, National Origin, Sex, Age, or Disability in Health Programs or Activities Receiving Federal Financial Assistance, 45 CFR 92.


REVIEWED BY:

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Attachments

No Attachments

Approval Signatures

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