

STATEMENT OF PATIENT RIGHTS & RESPONSIBILITIES

YOU HAVE THE RIGHT TO:

- Be treated and cared for with respect, consideration, and dignity regardless of race, age, sex, gender, gender identification, creed, ethnic background, religion, sexual orientation, disability, HIV status, source of payment, or political beliefs.
- Receive care and services that comply with the Americans with Disabilities Act of 1990.
- A reasonably safe and secure environment. Therefore, no weapons are allowed in our buildings or on our properties.
- Choose a healthcare provider and change your healthcare provider.
- Choose a pharmacy even if it is outside of Valley View.
- Know the names of all staff members who are providing care.
- Hear from your care team in a language you understand.
- Receive information necessary to give informed consent prior to the start of any procedure and/or treatment.
- Refuse services or treatment, or any part of it, or to stop services or treatment when you wish and to be informed of the consequences resulting from your refusal.
- Expect reasonable continuity of care.
- Request a consultation or second opinion from another provider.
- Expect privacy during all interviews, examinations, treatment procedures, and counseling services, and confidentiality in all records and in all communication between you and the staff working with you.
- Review records pertaining to your care and have the information explained or interpreted as necessary, except when restricted by law.
- Know the charges for all services. Essential and emergency care will not be denied due to inability to pay. Ability to pay is based on Family Size and Income. And if you are uninsured, receive a Good Faith Estimate of charges, in advance, where you have requested such an estimate in accordance with the “No Surprises Act.”
- Have an advance directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that Valley View will honor the intent of that directive to the extent permitted by law and our policies.
- Receive an explanation if something non-routine happens.
- Express concerns about any services by contacting the Regional Administrator, COO, or CEO.
- Appeal Valley View’s policies or decisions regarding your care by submitting a written appeal to the CAO at Valley View Health Center, 2690 NE Kresky Avenue, Chehalis, WA 98532 or by email administration@vvhc.org

YOUR RESPONSIBILITIES ARE TO:

- Behave with respect towards staff, other patients, and our property while at Valley View.
- Respect confidentiality and privacy of others.
- Take an active role in your own health care.
 - Provide to the best of your knowledge, accurate information about present complaints, past illnesses, hospitalizations, medications, allergies, dietary supplements, and other pertinent matters relating to your care.
 - Cooperate with the treatment plan that you and your care team agree upon.
 - Tell your team if you are having trouble sticking with your care plan, regardless of the reason.
- Keep scheduled appointments and give at least 24-hour notice when canceling appointments.
- Maintain a current account if services require payment. Payment is due at time of service or within 30 days from date of service. Payment plans and a discount plan are available for eligible patients.
- Share accurate family income and dependent information to allow us to determine if you are eligible for services such as the discount sliding fee schedule and state insurance enrollment.
- Supervise and maintain the safety of your children. Arrange for someone to watch and/or care for your children when you have an appointment at our clinics. (Please do not ask VVHC staff to tend to your children.)
- Not bring pets with you to our clinics. Service animals are welcome.
- Let us know if you feel you are treated unfairly.
- Ask questions about anything you do not understand.
- Let us know when you need an interpreter and provide as much information as possible concerning primary language preferences.
- Abide by Valley View’s policies as well as directions provided by staff.

Valley View has zero tolerance for aggressive, verbally abusive, sexually inappropriate, racially inappropriate, or threatening behavior towards employees and other patients. We reserve the right to dismiss a patient from our practice should a patient fail to comply with the Patient Rights and Responsibilities as outlined above.