

STATEMENT OF PATIENT RIGHTS & RESPONSIBILITIES

YOU HAVE THE RIGHT TO:

- Be treated with respect and dignity in a safe and private setting
- A safe and secure environment: no weapons are allowed on our properties.
- Get another opinion about your illness and treatment or change your provider
- Choose a pharmacy, even if it is outside of Valley View Health Center
- Know the names of the people caring for you
- Know about services available through Valley View Health Center.
- Communicate with your care team in a language you understand.
- Receive information to give informed consent before any procedure or treatment.
- Refuse services or treatment and be informed of the consequences.
- Expect privacy and confidentiality in all aspects of your care.
- Review your care records and have them explained, except when restricted by law.
- Know the charges for services; essential and emergency care will not be denied due to inability to pay. Uninsured patients can receive a Good Faith Estimate of charges in advance.
- Ask for help with advanced directives, living will or durable power of attorney for health care
- Receive an explanation if something non-routine happens.
- Ask for special arrangements if you have a disability
- Refuse to be included in any research program or study
- Talk with a Regional Administrator or the COO about any questions or problems with your care
- Appeal policies or decisions regarding your care by submitting a written appeal to VVHC, ATTN: CAO 2690 NE Kresky Avenue, Chehalis, WA 98532, or by email at administration@vvhc.org.

YOUR RESPONSIBILITIES ARE TO:

- Show respect to both care givers and other patients
- Take an active role in your healthcare:
 - Tell your provider about your illness, hospital stays and use of medications
 - Cooperate with the agreed-upon treatment plan
 - Inform your team if you have trouble following your care plan
- Only use medications or medical devices prescribed for you
- Respect the confidentiality and privacy of others
- Not make recordings or take pictures while on premises
- Be on time for your appointments.
- Provide a copy of your advanced directives, living will, or durable power of attorney for healthcare matters
- Provide insurance information or proof of income and family size when applying for discounts
- Pay your co-pays or sliding fee at time of service
- Supervise and ensure the safety of your children during appointments
- Not bring pets to the clinics; service animals are welcome
- Ask questions when you do not understand information or instructions about your illness and care. It's okay to ask questions and expect answers in terms that you can understand

PATIENTS MAY BE DISCHARGED FOR:

- Abusive or disruptive behavior, including threats or vulgar language
- Forging prescriptions
- Refusal to pay for services
- Violating or refusing a care plan
- Repeatedly missing or canceling appointments without 24-hour notice

Warnings are generally given before dismissal, except in cases of physical abuse, threats, medication contract violations, or forgery, where dismissal may occur without warning.