



## PATIENT RIGHTS AND RESPONSIBILITIES

### You (and/or your surrogate) have the right:

- To care that respects you as a person, as well as your dignity, values, beliefs, culture and spiritual practices.
- To receive care that meets the high standards set by Spokane Digestive Disease Center, P.S.; and to know that Steven Hong, MD, Michael Kestell, MD, Karl Houglum, MD, and Robert Durnford, MD are owners of Spokane Digestive Disease Center, P.S. and have a financial interest in the Ambulatory Surgery Center.
- To know the names of the people caring for you and their role at Spokane Digestive Disease Center, P.S.
- To privacy, confidentiality, security, spiritual care, open communication and complaint resolution.

### You (and/or your surrogate) have the right:

- To be involved in all aspects of your care and the benefits and drawbacks and other options available; refuse care and treatment and resolve problems with care decisions. Talking to your doctor about such decisions is called “Informed Consent,” which means you understand what is involved in a treatment before you decide to receive it.

### You (and/or your surrogate) have the right:

- To prepare an Advance Directive about using or withdrawing life-saving treatment. For information on an Advance Directive you may contact the US Living Will Registry @ 800-548-9455 or [uslivingwillregistry.com](http://uslivingwillregistry.com)
- To know that Spokane Digestive Disease Center, P.S. does not honor Advance Directives. In the event of an emergency, we will resuscitate you and transfer you to the hospital. A copy of your Advance Directive will be sent with you.
- To have someone make treatment decisions for you if you are unable. This person may be a family member or someone else you choose.

### You (and/or your surrogate) have the right:

- To receive help in preparing for your return home or to another facility.
- To assistance with special needs such as communication restrictions and guardianships.
- To be protected from abuse and neglect and have access to protective services.
- To tell management if you have a complaint about your care, billing, or any other concerns. You can talk with the Clinical Director, Physician, or Practice CEO @ 509-838-5950 a response will be given in 24-48 hours. You may also contact: WA State Department of Health, Complaint Intake, PO Box 47857 Olympia, WA 98504 -7857 Ph: 1-800-633-6828 or 360-236-2620, Fax 360-236-2626
- Email: [HSQAComplaintintake@doh.wa.gov](mailto:HSQAComplaintintake@doh.wa.gov) or the Office of the Medicare Ombudsman. – Phone (800) 633-4227, [www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html)

### As a patient (and/or surrogate) it is your responsibility to:

- Be accurate and complete as much as possible in giving your medical history.
- Carry identification with you
- Notify your caregivers if your healthcare changes; and ask questions and take part in your healthcare decisions.
- Let us know if you don't understand any part of your treatment.
- Treat staff and other patients with respect.
- Regard other patients' medical information as confidential.
- Respect Spokane Digestive Disease Center, P.S. property and equipment.
- Examine your billing statement and ask questions.
- Pay your bill promptly; if there is a hardship, let us know so we may help you.
- Tell your caregivers if they have not fulfilled their commitment to your care or shown concern and respect for you.

Note: *surrogate* is defined as responsible party.