



**Lourdes Health Network**  
Washington

**Patient Rights and Responsibilities Information Sheet**

*Lourdes Health Network is committed to serve you in a manner that reflects Gospel values. We believe that you are precious to God, and you are precious to us. May your stay with us reinforce your own dignity and worth and bring healing to you, in body and in spirit. In compliance with state and federal law, Lourdes Health Network provides the following information to all patients:*

**Your Rights as a Patient:**

- You have the right to receive considerate and respectful care that respects your beliefs and values.
- You have the right to have a family member or representative of your choice, and your own physician notified promptly of your admission to the hospital.
- You have the right to actively participate in decision involving your healthcare; you have the right to give informed consent prior to the start of any procedure or treatment.
- You have the right to receive complete current information from your physician regarding your medical condition; you have the right to access information contained in your clinical record within a reasonable time frame.
- You have the right to know, by name, your physician and caregivers who are responsible for coordinating your care.
- You have the right to expect that all communications and records pertaining to your care will be treated as confidential.
- You have the right to appropriate assessment and management of pain.
- You have the right to be free from restraints of any form that are not medically necessary.
- You have the right to receive care in a safe setting that is free from all forms of abuse or harassment.
- You have the right to accept medical care or refuse treatment to the extent permitted by law and within the guidelines of the *Ethical and Religious Directives for Catholic Health Care Services*.
- You have the right to receive information regarding Advance Directives, Durable Powers of Attorney and Living Wills free of charge.
- You have the right to receive interpretive assistance in communicating with your caregivers if you do not speak English, free of charge.
- You have the right to receive alternative communication techniques or aides if you are visually or hearing impaired, free of charge.
- You have the right to the services of our Pastoral Care department during your stay.
- You have the right to address grievance issues. For assistance in dealing with grievance issues, please call the Administration office.
- You have the right to every consideration of privacy, confidentiality and security concerning your medical care program.
- You have the right to examine and receive an explanation of the bill regardless of the source of payment.
- You have the right to a clear explanation of your continuing healthcare needs and requirements before discharge and transfer.

**Your Responsibilities as a Patient:**

- You have the responsibility to provide complete and accurate information regarding your health to your healthcare providers.
- You have the responsibility to cooperate in the treatment program when mutually agreed upon by you and your physician.
- You have the responsibility to bring to the attention of your caregivers those occasions when you perceive your rights as a patient are not being respected.
- You have the responsibility to respect the rights of other patients and hospital personnel.
- You have the responsibility to observe the posted safety rules. Lourdes Health Network facilities are smoke-free.
- You have the responsibility to assist in the control of noise and the number of visitors, as well as being respectful of the property of others.
- You have the responsibility to assure that your financial obligations of your healthcare are fulfilled as promptly as possible.

*Lourdes Health Network was founded in 1916 by the Sisters of St. Joseph. Our mission—to provide quality care to all patients regardless of race, color, creed, ethnic origin, gender, disability or economic status—remains the foundation of our healthcare services. We provide healthcare for the total person—body, mind and spirit. Lourdes Health Network is a member of Ascension Health. Our core values are: Love of God and Neighbor, Unity and Reconciliation, Humility and Charity, Excellence, and Gentleness, Peace and Joy.*

For assistance in dealing with ethical issues and concerns, please call the Administration Office.