

Rights and Responsibilities of Patients

The healthcare team at Providence Alaska Medical Center is dedicated to serving its patients and their families with Respect, Compassion, Justice, Excellence and Stewardship.

As a patient at Providence Alaska Medical Center, you have the right to:

- kind and respectful care which recognizes your personal values and beliefs.
- be treated with comfort and dignity at the end of life.
- medical care regardless of your sex, age, national origin, physical limitations, source of payment or ability to pay.
- make decisions about your care and to include or exclude family members or others when you make your decisions.
- be fully informed about your health and any procedures suggested for your care.
- refuse any care offered to you and still receive other care that you agree to.
- have visitors of your choice 24 hours a day, except when it interferes with your immediate care.
- the support of social services and spiritual care to aid your recovery.
- helpful information and answers to your questions.
- receive translation or other communication assistance to help you understand your disease and treatment.
- the names of all physicians and staff helping with your care.
- change physicians.
- treatment, as you need it, for pain.
- respect for your Advance Directives, which will be followed as much as possible.
- information about the outcome of your care, including unexpected outcomes.
- freedom from mental, physical, sexual, and verbal abuse, neglect and exploitation.
- be free from restraints other than those medically indicated for your safety.
- respect of your personal privacy.
- confidential and secure medical records. (See other side and the Providence Health System in Alaska Notice of Privacy Practices.)
- ask questions about the charges on your bill. Please call Patient Accounts at 1-866-747-2455.
- complain about the care you have received and have those complaints looked into and answered. Please call the Customer Service Line at 261-3615 or 1-800-510-3375 if you have a complaint about your care.
- report any unanswered concerns or complaints by contacting the Office of Quality Monitoring of the Joint Commission which certifies the hospital by either calling 1-800-994-6610 or e-mailing complaint@jointcommission.org or by contacting the Alaska State Division of Certification and Licensing at 1-888-387-9387.

As a patient, you and your family, when appropriate, have the responsibility:

- To provide a truthful and complete medical history.
- To ask questions and seek help so that you understand your care, treatment and services.
- To follow the treatment plan developed with the healthcare team and to tell the caregivers if any part of the plan is not acceptable or is unclear.
- To tell the healthcare team about all changes in your condition.
- To show respect and consideration for the rights and property of others.
- To follow the rules and regulations of Providence Alaska Medical Center.
- To meet your financial obligations and ask for explanations for any charges you do not understand or question.
- To leave your valuables at home, if possible, or to take responsibility for them if you choose to bring them to the hospital.

Advance Directives

The employees of Providence Health System in Alaska respect your right to decide what kind of treatment and procedures you agree to receive. Sometimes patients are too sick to be able to tell us their wishes about treatment choices. At those times, we look to the written documents that you can prepare to tell us how to treat you. These documents are called **Advance Directives** because they are made in advance, while you can still talk for yourself. They direct future decision making in case your illness makes it impossible for you to talk to us. There are two kinds of Advance Directives—the **Living Will** and the **Power of Attorney for Health Care Decision Making**.

The **Living Will** is a written document in which you list your wishes for how decisions about your care should be made. As long as you can still talk for yourself, it is not used.

In a **Power of Attorney for Health Care Decision Making** document you name the person we should go to for permission to treat you if you cannot talk to us yourself. You can appoint any person who knows you well enough to know your values and wishes. When you are not able to tell us yourself, we will ask the person you named as your Power of Attorney to tell us what care you want.

When you are admitted to Providence Alaska Medical Center, we will ask you about your Advance Directives. If you have made one or both of these Advance Directives, we will ask you for a copy since we cannot act on them until we see them. If you cannot get a copy to us, please tell the healthcare team what they say. Once we have a copy, it will stay with your medical record for future use unless you tell us you wish to cancel it.

If you have not made Advance Directives, we can provide you with more information and the typical forms. You may wish to get more information from your physician, family members, or attorney before you complete the forms.

You are not required to make any Advance Directives. It is your choice. We do encourage everyone, young and old, to talk with family members about how they feel about different kinds of treatments. Other family members can then be comfortable about the decisions being made. If you have not appointed someone to speak for you, we will ask your family members what care you would want if you can not tell us. It is helpful to them and to us, if you have talked to them about your wishes. Your physician, nurses, social worker, or chaplain can help with these discussions if you wish.

Confidentiality

You have the right to tell us which family members and friends you wish us to give information about your medical condition and treatment. If you are not able to talk to us, we ordinarily talk to your family members to report your progress and ask them about your wishes. If there are family members or other people you do not want us to talk with, please tell your nurses and physician so your wishes can be followed.