



Welcome to the Seattle Cancer Care Alliance (SCCA). The Seattle Cancer Care Alliance (Fred Hutchinson Cancer Research Center, UW Medicine, and Children's Hospital and Regional Medical Center) was formed to provide state-of-the-art, patient-focused cancer care, support the conduct of cancer clinical research and education, enhance access to improved cancer interventions, and advance the standard of cancer care, regionally and beyond.

The Seattle Cancer Care Alliance (SCCA) staff are committed to work as a team that includes you, as a patient, and your family members. The SCCA respects the rights of all our patients equally and individually.

Patient Rights

As a patient at the Seattle Cancer Care Alliance, you have the right to:

- ◆ Reasonable access to medical care within the capability of our mission, purpose and principles and in compliance with the appropriate laws and regulations;
- ◆ Medical care guided by the best medical practice;
- ◆ Confidentiality regarding your care and medical records;
- ◆ Understand how the SCCA uses and discloses your health information ("Notice of Privacy Practices");
- ◆ Access to your medical records (upon request) and an explanation of this information as necessary, except when doing so is restricted by law;
- ◆ Receive information in a manner that you can understand;
- ◆ Access to interpreter services if you are non-English speaking or with vision, speech, hearing or cognitive impairment;
- ◆ Voluntary participation in all medical research studies;
- ◆ Care that is respectful of your cultural, psychosocial and spiritual preferences;
- ◆ Care that supports privacy, personal dignity and individual needs;
- ◆ Delivery of care that is free from mental, physical, sexual, or verbal abuse, neglect, or exploitation;
- ◆ Security and protection of your physical person and rights;
- ◆ Priority of medical needs over the objectives of any research study;
- ◆ Participate and make informed decisions in all aspects of your care;
- ◆ Open discussions about your care;
- ◆ Refuse treatment or services to the extent permitted by law and be informed of the potential consequences of such an action;
- ◆ Treatment that does not prolong suffering, if your medical condition reaches a point where recovery is not realistically possible;
- ◆ End of life care that maximizes comfort, dignity and quality of life as defined by you and your family;
- ◆ Access to SCCA Ethics Committee for assistance with ethical issues;
- ◆ Appropriate assessment and management of pain;
- ◆ Be informed of options for ongoing medical care if the SCCA cannot meet the request or need for care, treatment or services (including discharge or transfer);
- ◆ Inspect and clarify your billing statements.

Advance Directives

If you are an adult, (at least 18 years of age, and have the capacity to make health care decisions), you have the right to make your wishes known about the extent of treatment you would desire if you became unable to communicate those wishes. This communication is called an advance directive. Two commonly used advance directives are:

- ◆ A health care directive (living will), in which you communicate orally or in writing the specific treatment desired if you later cannot communicate these wishes.
- ◆ A durable power of attorney for health care, in which you designate another person to make decisions about your health care if you become unable to do so.

Social Work Staff are available to assist you with advance directives. The SCCA will respect the intent of your directives to the extent permitted by law and SCCA policy.

Conflict Resolution

- ◆ Investigate any wrongful actions against your rights;
- ◆ Address concerns and complaints regarding patient rights. The SCCA encourages you, the patient, to talk with your health care team initially. If this course of action does not meet your needs, we encourage you to speak with Patient Relations at (206) 288-1056.

Patient Responsibilities

As a patient at the SCCA, you share in the responsibility for your care. You have the responsibility to:

- ◆ Participate in decisions involving your care;
- ◆ Provide complete information about your health, symptoms and medications;
- ◆ Ask your provider questions when you do not understand the planned treatment, care or what is expected of you;
- ◆ Follow the treatment plan, which you and your provider have agreed upon;
- ◆ Keep appointments or let us know if you cannot make them;
- ◆ Take responsibility for the outcomes if you do not follow the treatment plan;
- ◆ Be considerate of the rights of other patients, personnel and property;
- ◆ Follow SCCA rules and regulations;
- ◆ Provide accurate and timely information about sources of payment and your ability to meet financial obligations;
- ◆ Promptly meet any financial obligation agreed to with the SCCA;
- ◆ Let your providers know if you have concerns or complaints about any aspect of your care. The SCCA encourages you, the patient, to talk with your health care team initially. Your nurse or social worker can be an advocate for you. If this course of action does not meet your needs, we encourage you to speak with Patient Relations at (206)288-1056. You may also make complaints to the Washington State Department of Health at 1-800-633-6828 or to the Joint Commission on Accreditation of Healthcare Organizations/Quality Monitoring Office by either calling 1-800-994-6610 or emailing your concern to complaint@jcaho.org.

Personal Valuables

- ◆ The SCCA (including Fred Hutchinson Cancer Research Center, UW Medicine and Children's Hospital and Regional Medical Center) is not responsible for any loss or damage to your personal property including money, jewelry, watches or other items of value. We strongly recommend that you not bring any of these items with you when you are being treated at the SCCA.

Weapons and Illegal Substances

- ◆ Weapons and illegal substances are not allowed on SCCA property (including Fred Hutchinson Cancer Research Center, UW Medicine, and Children's Hospital and Regional Medical Center). If security personnel have reason to believe that someone has a weapon or illegal substance, a search may be conducted and those items will be confiscated.