

at (206) 288-1056. You may also make complaints to the Washington State Department of Health at 1(800) 633-6828 or the Joint Commission by calling 1(800) 994-6610, or on-line at www.jointcommission.org, or by e-mailing complaint@jointcommission.org.

Personal Valuables

SCCA (including Fred Hutchinson Cancer Research Center, UW Medicine, and Seattle Children's) 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 SCCA.

Weapons and Illegal Substances

Weapons and illegal substances are not allowed on SCCA property (including Fred Hutchinson Cancer Research Center, UW Medicine, and Seattle Children's). To report or request assistance in handling a suspected case or actual observed violation contact our 24/7 Security Control Room at (206) 288-1111. The existence of a concealed weapons permit does not exempt a person from this policy. Please secure weapons prior to entering the Clinic.

Concerns

Address any concerns regarding patient rights or responsibilities to your health-care team.

If this course of action does not meet your needs, we encourage you to speak with Patient Relations at (206) 288-1056.

Seattle Cancer Care Alliance
825 Eastlake Ave. E.
P.O. Box 19023
Seattle, Washington 98109-1023

Welcome

Welcome to Seattle Cancer Care Alliance. Seattle Cancer Care Alliance (SCCA) is a collaboration among Fred Hutchinson Cancer Research Center, UW Medicine, and Seattle Children's. SCCA 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. SCCA staff is committed to working as a team that includes you, as a patient, and your family members. SCCA respects the rights of all our patients equally and individually.



Fred Hutchinson Cancer Research Center
UW Medicine
Seattle Children's

Working together to cure cancer



PATIENT RIGHTS & RESPONSIBILITIES



Patient Rights

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

- Reasonable access to medical care within the capacity of our mission, purpose, and principles, and in compliance with the appropriate laws and regulations;
- Medical care guided by the best medical practices;
- Confidentiality regarding your care and medical records;
- Understand how SCCA uses and discloses your health information (“Notice of Privacy Practices”);
- Access 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 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 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 SCCA Ethics Committee for assistance with ethical issues;
- Appropriate assessment and management of pain;
- Be informed of options for ongoing medical care if 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 the 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 healthcare, in which you designate another person to make decisions about your healthcare if you become unable to do so.

Social Work staff is available to assist you with advance directives. 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. 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 SCCA, you share in the responsibility of 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 SCCA;
- Let your providers know if you have concerns or complaints about any aspect of your care. 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