

SCCA Patient Rights and Responsibilities

Seattle Cancer Care Alliance (Fred Hutchinson Cancer Research Center, UW Medicine, and Seattle Children's) 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. Seattle Cancer Care Alliance (SCCA) staff is committed to work as a team that includes you, as a patient and your family members. SCCA respects the rights of all our patients equally and individually. The SCCA does not discriminate against any patient or patient's family member on the basis of race, color, religion, creed, national origin, sex, age, disability, marital or veteran status, sexual orientation, gender identity. If you feel you experienced discrimination as a patient at SCCA, please contact SCCA Patient Relations at (206) 606-1056.

Patient Rights

- 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 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 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;
- 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

In the event you need such care, there are two:

- 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.

Our social workers are available to assist you with advance directives. We respect the intent of directives to the extent permitted by law and our policy. Please contact Social Work and Family Services at (206) 606-1076.

Conflict Resolution

- Investigate any wrongful actions against your rights;
- Address concerns regarding patients' 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) 606-1056.

Patient Responsibilities

SCCA wants you to play an active role in making decisions involving your care. Here's how:

- 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.

Concerns and Complaints

If you have concerns about any part of your care at SCCA, please feel free to speak with your healthcare team. Your nurse or social worker will also advocate on your behalf. If you are not satisfied, you may also contact Patient Relations at (206) 606-1056.

You have the right to contact the following governing agencies:

Washington State Department of Health

1 (800) 633-6828

The Joint Commission

1 (800) 994-6610

Email: complaint@jointcommission.org

Notice to Medicare beneficiaries only:

You may also submit complaints to the Quality Improvement Organization (QIO) for Centers for Medicaid/Medicare Services (CMS):

KEPRO

5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131

Phone: 1-888-305-6759

TTY: 1-855-843-4776

Fax: 1-844-878-7921

Web: <https://www.keproqio.com/bene/>

Personal Valuables

- SCCA (including Fred Hutch, 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 Hutch, UW Medicine, Seattle Children's, Pete Gross House, and SCCA House). To report or request assistance in handling a suspected case or actual observed violation contact our 24/7 Security Control Room. The existence of a concealed weapons permit does not exempt a person from this policy. Please secure weapons prior to entering the clinic.