



# SCCA Patient Rights and Responsibilities

## SCCA respects the rights of all our patients equally and individually.

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. 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 or gender identity. If you feel you experienced discrimination as a patient at SCCA, please contact SCCA's civil rights coordinator at (206) 606-7154 or [integrity@seattlecca.org](mailto:integrity@seattlecca.org).

## Patient rights

As a patient at SCCA, you have the right to:

1. Care that supports privacy, personal dignity, respect and your individual needs.
2. Reasonable access to care and treatment and/or accommodations that are available or medically advisable regardless of one's race, color, creed, religion, sex, sexual orientation, gender identity, national origin, disability, age, status as a disabled veteran or having an advance directive.
3. Medical care guided by the best medical practice.
4. Care that is respectful of your cultural, psychosocial and spiritual preferences.
5. Express your values and beliefs and to exercise spiritual and cultural beliefs that do not interfere with the delivery of patient care, the well-being of others or your planned course of treatment.
6. Reasonable access to interpreter services if you are non-English-speaking or have vision, speech, hearing or cognitive impairments.
7. Receive information in a manner that you can understand.
8. Security and protection of your physical person and rights.
9. Delivery of care that is free from mental, physical, sexual or verbal abuse, neglect or exploitation. Children or vulnerable adults who are unable to care for themselves have the right to protective intervention by the appropriate agencies to correct hazardous living conditions, abuse, neglect or exploitation.
10. Be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience or retaliation. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member or others, and must be discontinued at the earliest possible time.
11. You, your family and/or your legally authorized surrogate decision-maker(s) have the right, in collaboration with your doctor, to be informed and involved in making decisions about your health care, including resolving problems with care decisions, the right to accept medical care or to refuse treatment to the extent of the law, and to be informed of the medical consequences of such refusal.
12. Be informed of unanticipated outcomes.
13. Formulate advance directives about end-of-life decisions and have the hospital respect and follow those directives to the extent allowable by hospital policy, state and federal law.
14. Appoint a surrogate to make health care decisions on your behalf to the extent of the law.
15. Access your own health information, request an amendment to it and receive an accounting of disclosures about it, as permitted under applicable law.
16. Have a family member or representative of your choice and your own doctor (if requested) notified promptly of your admission to the hospital or change in level of your care, at your request.
17. Be fully informed of your health care needs and the alternatives for care when a hospital cannot provide the care you request. If it is necessary and medically advisable, you will be discharged and transferred to an appropriate and acceptable facility.
18. Have your medical needs prioritized over the objectives of any research study.
19. Not participate in investigative studies and to be informed of alternative care options. Patients' access to care shall not be hindered should they decline to participate in investigative studies.
20. Have your pain assessed and managed as deemed medically appropriate.
21. Consideration for your personal privacy and the confidentiality of information and medical records.
22. Know the name of the doctor and other practitioners who have primary responsibility for your care, and to know the identity and professional status of individuals responsible for authorizing and performing procedures and care.
23. Have reasonable access to people outside SCCA by means of visitors and by verbal and written communication. Such access is permitted so long as it does not interfere with the provision of patient care services and a reasonably safe and secure environment. Any restrictions on communication will be fully explained to you and/or your family.
24. Participate in ethical questions and care concerns including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawing of life-sustaining treatment and participating in investigational studies or clinical trials.
25. Have access to spiritual care.
26. Have access to a written statement that articulates the rights and responsibilities of patients. The statement is available in several languages specific to the populations served. If you cannot read, if you have special communication needs, or if the statement is not available in your language, an interpreter will be available.
27. Make complaints about your care and receive a timely response according to established policy. Patients can freely voice complaints and recommend changes without being subject to coercion, retribution, discrimination or unreasonable interruption of care, treatment and services.
28. Request and receive an itemized, detailed explanation of your bill for services rendered.

## Patient responsibilities

As a patient at SCCA, you are an important part of your care team. You have the responsibility to:

1. Keep appointments or let us know if you cannot make them.
2. Provide accurate and complete information about your health, symptoms and medications.
3. Provide accurate and timely information about sources of payment and your ability to meet financial obligations.
4. Promptly meet any financial obligation agreed to with SCCA.
5. Participate in discussion, ask questions and make decisions affecting your plan of care.
6. Ask your provider questions when you do not understand the planned treatment, care or what is expected of you.
7. Tell your health care providers when a cultural situation exists concerning the health care process.
8. Tell your health care providers if you have unique needs.
9. Follow the treatment plan to which you agreed. Patients and their families are responsible for the outcomes if they do not follow the care, treatment and service plan.
10. Notify your providers if you have concerns or complaints about any aspect of your care. SCCA encourages patients to talk with their health care team first. Your nurse or social worker can be an advocate for you. If this course of action does not fully address your concerns, you may also contact Patient Relations at (206) 606-1056 or [ptrelate@seattlecca.org](mailto:ptrelate@seattlecca.org).
11. Be considerate of the rights of other patients and personnel. Patients may not verbally or physically assault staff, faculty or providers. Verbal or physical threats, violence, disrespectful communication or harassment of other patients or of any staff member, for any reason — including because of an individual's race, color, creed, religion, sex, sexual orientation, gender identity or expression, ethnicity, national origin, disability, age or veteran or military status, or other aspect of difference — will not be tolerated. This prohibition applies to patients as well as their family members, representatives and visitors.
12. Not disrupt or interfere with care provided to other patients and the operations of SCCA.
13. Be respectful of the property of other persons and SCCA.
14. Keep track of your personal belongings. This includes, but is not limited to, dentures, eyeglasses, crutches, wheelchairs and personal items such as jewelry, watches, money or other items of value. We strongly recommend that you not bring any of these items with you when you are being treated either outpatient or at the hospital. If you are admitted to the hospital, smaller items may be locked in a safe in Admitting at the hospital if you are unable to send them home with a loved one.
15. Not conduct any illegal activity on the premises.
16. Not bring weapons or illegal substances on SCCA property.

## 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 cannot communicate these wishes later.
- 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. SCCA will respect the intent of your directives to the extent permitted by law and SCCA policy.

## Conflict resolution

Please notify your care team if you have concerns about your care, so SCCA can:

- Investigate and address any wrongful actions against your rights
- Address concerns about the quality of care SCCA provides.

SCCA encourages you, the patient, to talk with your health care team first. If this course of action does not meet your needs, we encourage you to contact Patient Relations at (206) 606-1056 or [ptrelate@seattlecca.org](mailto:ptrelate@seattlecca.org).

You have the right to contact the following government agencies:

### Washington State Department of Health

Phone: (360) 236-4700

Web: [doh.wa.gov](http://doh.wa.gov)

### The Joint Commission

Attn: Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

Web: [jointcommission.org](http://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):

### Attn: KEPRO

5700 Lombardo Center Dr., Suite 100

Seven Hills, OH 44131

Phone: (888) 305-6759

TTY: 711

Fax: (844) 878-7921

Web: [keproqio.com/bene/](http://keproqio.com/bene/)

## 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, 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 at (206) 606-1111. The existence of a concealed weapons permit does not exempt a person from this policy. Please secure weapons prior to entering the clinic.