

# STATEMENT ON PATIENT RIGHTS AND RESPONSIBILITIES

Bloodworks respects the dignity of the patients we serve. We comply with applicable Federal civil rights laws and do not discriminate on the basis of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law. Each patient will be informed of his or her rights and responsibilities in advance of administering or discontinuing medical care.<sup>1</sup>

## Patient Rights

- **Considerate and Respectful Care:** You have the right to receive appropriate, considerate and respectful care without discrimination.
- **Privacy:** You have the right to personal privacy during your treatment and care.<sup>2</sup>
- **Confidentiality and Security of Medical Records:** You have the right to confidentiality and security of your patient medical record. You have the right to access your designated record set contained in your medical record within a reasonable time of your request.
- **Safe Environment:** You have the right to receive care in a safe setting, and to be free from any form of abuse or harassment.
- **Healthcare Decision Making:** You have the right to participate in and be fully informed about decisions regarding your care, including giving consent for treatment, to participate in ethical questions that may arise during your course of care, and to choose whether or not to participate in research studies, including investigations of new drugs and medical devices. If you desire, your family or significant other may participate in decisions about your care.
- **Information:** You have the right to complete information about your condition and treatment, in terms you understand. Bloodworks provides access to an interpreter and translation services free of charge.
- **Identity:** You have the right to know the names and duties of all persons involved in delivering your treatment and care.
- **Pain Management:** You have the right to have pain managed while receiving treatment and care, as well as receiving information about pain and pain relief measures.

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<sup>1</sup>When the patient is a minor, these rights and responsibilities also apply to the parent(s) or guardian.

<sup>2</sup>For a copy of the Bloodworks Notice of Privacy Practices, please ask your caregiver or send a request to the Bloodworks Privacy Officer, 921 Terry Avenue, Seattle, WA 98104.

- **Charges and Billing:** You have the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care and to an itemized, detailed explanation of the total fees and charges billed for services rendered, regardless of the source of payment. If you have a question regarding your bill, please call (206) 689-6559.
- **Complaints:** You have a right to a review of alleged violations of your rights and to file a complaint with the Department of Health or other quality improvement, accreditation or other certifying bodies if you have an unresolved complaint, patient or donor safety or quality concern.

## Patient Responsibilities

- **Consideration and Respect:** You are responsible for being considerate and respectful of other patients and Bloodworks' staff by maintaining civil language and conduct in your interactions at all times. Bloodworks does not tolerate any form of abuse or harassment of other patients or staff. Persons under the influence of alcohol or drugs are not permitted on Bloodworks' property. Bloodworks supports a tobacco product-free environment and strictly bans the possession of firearms and weapons at its facilities.
- **Keeping Appointments:** You are responsible for keeping appointments, being on time, and calling us in advance if you need to cancel and make other arrangements.
- **Accurate and Complete Information:** You are responsible for providing accurate and complete information to Bloodworks regarding your medical history, current condition, and medications; any insurance payers which may cover your fees and charges, including associated financial information; and to promptly inform Bloodworks of changes in this information.
- **Following Instructions:** You are responsible for following the post-care treatment plan with instructions as given. Please ask questions or tell us if you do not understand the instructions, or if you feel you cannot follow them, and notify your care provider or physician about any changes in your condition.
- **Financial Obligations:** You are responsible for fulfilling your financial obligations to Bloodworks as promptly as possible.