



THE HSC HEALTH CARE SYSTEM

Your Rights and Responsibilities

The HSC Health Care System will ensure that all HSC patients/members/clients, and their families have their rights protected and are aware of their rights as well as their responsibilities. Patients/members/clients over the age of 18 years, who are mentally competent, are considered to be decision-makers for themselves, but may seek parental guidance.

Patients, Members, Clients and Families have the right to:

- § the most appropriate, planned, and coordinated care that can be provided;
- § be treated with dignity, respect, and courtesy;
- § receive care that supports your emotional, educational, and developmental needs;
- § receive all information necessary to make informed choices;
- § be told the names of the health care providers involved in your care;
- § receive clear answers to your questions and full explanations about all aspects of care and care coordination;
- § confidentiality;
- § receive services in a culturally sensitive environment;
- § expect appropriate quality care and services regardless of sex, race, religion, color, creed, ethnic origin, disability, sexual preference, gender identity or source of payment;
- § participate in planning of care and/or refuse care;
- § the assessment and effective management of pain;
- § have access to information in the health record;
- § request an electronic copy of the medical record;
- § be informed, in a timely fashion, of all expenses not covered by the patient/member/client's insurance that will be incurred by the patient/member/client's health care;
- § an accounting of disclosures;
- § request a change to the record;

- § request restrictions or limitations on the health information we use or give someone else about the patient/ member/client for treatment, payment, or health care operations;
- § request restrictions of sharing health information with your health insurer or for payment purposes when the service has been paid for in cash
- § be informed of the option of organ/tissue/eye donation by Washington Regional Transplant Consortium.

Patients, Members, Clients and Families have the responsibility to:

- § comfort and support the patient in the special way that only families can provide;
- § join with the health care team to ensure the best possible care, rehabilitation, and discharge planning;
- § provide accurate information and to be available to the health care team either personally or by telephone;
- § voice any concerns to staff about the patient/member/client's care;
- § inform staff if you do not understand or cannot follow care instructions;
- § treat staff and other families in a considerate, courteous and cooperative manner;
- § take care of your personal property and valuables;
- § arrange payment for all expenses not covered by the patient's insurance while receiving care by the HSC Health Care System.

FOR MORE INFORMATION OR TO REPORT A COMPLAINT

If you believe that privacy rights have been violated, you may file a complaint with our office or with the Secretary of the Department of Health and Human Services. To file a complaint with the Secretary, write to: 200 Independence Avenue, S.E., Washington, D.C. 20201, or call 1-877-696-6775. To file a complaint with our office: contact the HSC Privacy Officer at 202-466-2145 or at HSC Foundation, 2013 H Street, NW, Washington, DC 20006. By law, you will not be penalized for filing a complaint.