



Your Rights

As a patient of Whidbey General Hospital, you have the following rights:

1. To be treated and cared for with dignity and respect.
2. To complete and accurate information regarding your condition, your medical care, treatment alternatives, the risks and possible side-effects of specific treatments, and to be informed of any unanticipated outcomes
3. To participate freely in all aspects of your care including resolving problems with your care decisions, and to agree to that care.
4. To refuse treatment within the restraints of the law, and to be informed of the medical consequences of this action.
5. To personal and informational confidentiality and privacy with respect to all hospital personnel, doctors, and other patients.
6. To leave the hospital. If you do this against the judgment of your physician, you will be asked to sign a release.
7. Within our capacity and resources, to not be transferred to another facility against your wishes, or without explanation. In case of disagreement, you have a right to a consultant's opinion on the advisability of a transfer.
8. To a detailed explanation of your hospital bill, and to counseling to obtain financial assistance if needed.
9. To timely complaint resolution without fear of retribution or denial of care. Register a complaint by contacting the nursing supervisor, if it requires immediate attention, or by contacting the hospital administration if further attention is needed.
10. To expect quick response to reports of pain.
11. To exercise your cultural and spiritual beliefs and include family input in care decisions.
12. To be protected from abuse and neglect and be cared for in a safe and secure environment.
13. To access protective service.

14. To have advance directives and for the hospital to respect and follow those directives. You also have the right to request no resuscitation or life-sustaining treatment and end-of-life care.

15. To donate organs and other tissues and to receive information and counseling from our Medical Staff. You may also delegate your directions to family or surrogate decision makers.

If you feel your rights have been violated, you may file a complaint using our internal grievance system by contacting:

Teresa Fulton, RN, MSN, CIC
WGH Chief Quality Officer
101 N. Main St.
Coupeville, WA 98239
(360) 678-7656 ext. 3151
(360) 321-7656 ext. 3151

or you may contact:
The Department of Health
Facility and Service Licensing
PO Box 47852
Olympia, WA 98045

Your Responsibilities

As a patient of Whidbey General Hospital, you have the following responsibilities:

1. To give complete, accurate, and truthful information about your present condition, past illnesses, and previous hospitalizations.
2. To ask for information you need in order to make voluntary, competent, and informed decision regarding your treatment.
3. To communicate your acceptance of the treatment plan recommended by your physician.
4. To participate responsibly in your treatment, and to follow the treatment plan agreed upon by you and your physician.
5. To respect the rights of hospital personnel and other persons responsible for your care while you are in the hospital.
6. To be considerate and respect the rights of other patients and visitors at Whidbey General Hospital.
7. To conduct yourself within the rules, policies, and procedures of Whidbey General Hospital, and to utilize the hospital appropriately.
8. To educate yourself and inform the hospital regarding your eligibility for third-party payment.
9. To ask your physician or nurse what to expect regarding pain and pain management.