



East Adams Rural
Healthcare

Notice of Patient Rights and Responsibilities

(Required posting per WAC 246-320 and 42 CFR §482.13)

Your Rights as a Patient

East Adams Rural Healthcare (EARH) is committed to respecting the dignity, privacy, and rights of every patient. You have the right to:

Respectful and Nondiscriminatory Care

- Receive considerate, respectful, and dignified care regardless of race, color, national origin, sex (including pregnancy, gender identity, and sexual orientation), age, disability, creed, or source of payment.
Authority: RCW 49.60; 45 CFR §92 (Section 1557); WAC 246-320-141.

Access to Care and Services

- Receive medically appropriate care within the hospital's capability and mission.
- Access emergency services without discrimination or delay.
Authority: 42 U.S.C. §1395dd (EMTALA); WAC 246-320-136.

Informed Participation

- Receive information in terms you can understand about your diagnosis, treatment, and prognosis.
- Receive interpretation or translation services at no cost when needed.
- Give informed consent before any procedure, treatment, or transfer.
Authority: RCW 7.70; 45 CFR §92.11.

Privacy and Confidentiality

- Expect privacy during care, treatment, and personal needs.
- Review and obtain a copy of your medical record, consistent with hospital policy.
- Have information about you kept confidential, except as required by law.
Authority: RCW 70.02 (Washington Health Information Privacy Act); 45 CFR §164 (HIPAA).

Right to Refuse or Withdraw Consent

- Refuse any treatment or procedure to the extent permitted by law and be informed of the medical consequences of refusal.
- Withdraw consent at any time.
Authority: RCW 7.70.050; WAC 246-320-141.

Advance Directives and End-of-Life Decisions

- Create or provide an advance directive or POLST form.
- Expect that your care preferences will be honored to the extent permitted by law and hospital policy.
Authority: 42 CFR §489.102; RCW 70.122.

Complaints, Grievances, and Ethics Consultation

- Voice complaints or concerns about your care without fear of retaliation.
- Expect a timely response to grievances.
- Request an ethics or spiritual care consultation.
Authority: WAC 246-320-141(4); 42 CFR §482.13(a)(2).

Pain Management and Safety

- Receive appropriate assessment and management of pain.
- Expect care in a safe environment, free from abuse, neglect, or exploitation.
Authority: WAC 246-320-226; 42 CFR §482.13(c).

Financial Transparency and Assistance

- Receive an itemized statement of charges and explanation of your bill.

- Request information about financial assistance and charity care.

Authority: RCW 70.170; WAC 246-453.

Participation in Care Planning and Discharge

- Participate in planning your care and discharge.
- Receive clear information about post-hospital services, including home health or transfer options.

Authority: 42 CFR §482.43; WAC 246-320-226.

Your Responsibilities as a Patient

To help ensure safe, effective care, you are asked to:

- Provide accurate and complete information about your health, medications, and insurance coverage.
- Follow the treatment plan agreed upon with your providers.
- Ask questions when you do not understand information or instructions.
- Show respect for other patients, staff, and property.
- Meet financial obligations for services received, consistent with hospital policy.
- Inform staff if you have advanced directives or if your preferences change.

Authority: WAC 246-320-141(5).

Language Access and Disability Assistance

- Interpreters and auxiliary aids (e.g., sign language, large print, captioning) are available 24 hours a day at no cost. Contact: Language Access Coordinator
Phone: 509) 659-1200 ext. 1307
Email: maschmierer@earh.org

To File a Complaint or Grievance

You may contact:

- Compliance & Privacy Officer: (509) 659-1200 | compliance@earh.org
- WA State Department of Health: 1-800-633-6828
- Office for Civil Rights (HHS): 1-800-368-1019 | ocrportal.hhs.gov

Authority

This notice fulfills requirements under:

- **Federal:** 42 CFR §482.13 (Patient Rights); 45 CFR §92 (Section 1557)
- **State:** WAC 246-320-141 (Patient Rights); RCW 70.02, 70.41, 70.170, 70.122
- **Civil Rights:** RCW 49.60 (WA Law Against Discrimination)

Confidential & Compliance Posting — East Adams Rural Healthcare
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