



### As A Patient It Is Your Responsibility To...

- be accurate and complete, as much as possible, in giving your medical history.
- carry identification with you.
- notify caregivers if your health changes.
- ask questions and take part in your healthcare decisions.
- let us know if you don't understand any part of your treatment.
- let us know when you are having pain or when your pain is not being managed.
- treat staff and other patients with respect.
- regard other patients' medical information as confidential.
- respect hospital property and equipment.
- examine your hospital bill and ask questions.
- pay your bill promptly; if there is a hardship, let us know so we may help you.
- tell your caregivers if they have not fulfilled their commitment to your care or showed concern and respect for you.

### Our Mission

"The PATIENT Is Our First Priority"

### Our Values

We recognize the importance of people caring for each other through:

*Compassion - Innovation  
Quality - Respect - Team*

### Our Vision Statements

We will:

- Place the needs of patients and their families as our top priority
- Be part of an integrated health delivery system
- Facilitate health, healing and well-being
- Respond to market demands
- Be an acknowledged leader in rural health care
- Continuously improve our organizational performance
- the outcome, if you refuse treatment.

Talking to your doctor about such decisions is called "informed consent," which means you understand what is involved in a treatment before you decide to receive it.



**Tri-State**  
MEMORIAL HOSPITAL &  
MEDICAL CAMPUS

*High Tech. Tender Touch.*

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tristatehospital.org

Tri-State Memorial Hospital is licensed by Washington State Department of Health and is accredited through The Joint Commission.

## *Patient Rights Responsibilities*



**These rights and responsibilities  
can help you and your family  
learn about your treatment  
and make decisions  
about your care at  
Tri-State Memorial Hospital.**



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# Patient Rights Responsibilities

Our mission is to put you as our first priority by caring for you with respect and dignity, working with your doctor in providing medical treatment, and assisting you with other needs related to your care.

Our mission is very important to us. We accept the responsibilities that go with that mission. At the same time we need your help. Patients and caregivers working together achieve the best results from treatment.

The rights and responsibilities in this brochure state what you and our hospital staff should expect of each other. They can help you and your family learn about your treatment and make decisions about your care.

## You have the right ...

- to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- to care that respects you as a person as well as your values, beliefs and culture.
- to receive care that meets the high quality standards set by Tri-State Memorial Hospital.
- to personal privacy, to receive care in a safe environment and be free from abuse or harassment.
- to have information about your care and treatment shared only with those responsible for your care.
- to have your pain managed effectively.

## You have the right ...

- to understand your health status and be part of decisions about your care...
  - how the treatment will help you.
  - its drawbacks.
  - other options to the treatment.
  - if there is a difference of opinion about your treatment to be aware and take part in the resolution.

## You have the right ...

- to be part of decisions about not using or withdrawing lifesaving or life sustaining treatment. This may be done by an advance directive.
- to have someone make treatment decisions for you, if you are unable. This person may be a family member or someone else you choose.

Tri-State Memorial Hospital has opted not to participate in the "Death With Dignity" Initiative 1000. We do, however, support our patients facing end of life issues by providing contact information with organizations who will help the patient work through the process if so desired.

## You have the right ...

- to receive help in preparing for your return home or to another facility.
- to assistance with special needs such as guardianship or protective services.
- to access information contained in your medical record within a reasonable time frame.

## You have the right...

- to be free from any form of restraints unless medically necessary. Alternative comfort and calming measures will be used to prevent restraints when at all possible.

A friend or family member may be asked to sit with you. If restraints are necessary, your nurse will monitor you closely and release the restraints at the earliest possible time.

## You have the right...

- to report quality concerns or submit a formal complaint, contact the Community Relations Department:  
phone — 509-751-0222  
e-mail — [tsmhdr@tristatehospital.org](mailto:tsmhdr@tristatehospital.org)

Concerns or complaints that have not been resolved may be directed to: Washington State Department of Health, Public Relations at 1-800-633-6828.

The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission accredited healthcare organization:

phone — 1-800-994-6610  
e-mail — [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

If you have questions about any of this information contact the Community Relations or Social Services Department. During evenings and weekends, ask for the nursing supervisor.