



Patient Rights and Responsibilities *(your copy)*

CORE Injury Management, PLLC recognizes that all patients have fundamental, overarching rights to information, fair treatment and autonomy over medical decisions, among other rights. These include the rights to receive effective communication, to participate in care decisions, to give informed consent, to know care providers and to participate in end-of-life decisions. It also includes considerate care that safeguards their personal dignity and safety, provides for the confidentiality of and access to their medical information and respects their cultural, psychological and spiritual values. When patients understand and accept their rights and responsibilities, they become partners in care with the health care team. CORE Injury Management, PLLC informs all patients and their patient representatives of their rights and responsibilities while receiving care, treatment and services. All staff are held accountable for supporting and upholding those rights.

To promote patient safety, we encourage you to speak openly with your health care team, be well-informed and take part in care decisions and treatment choices. Join us as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.

You or Your Designee Have the Right To:

Respectful and Safe Care

1. Be given considerate, respectful and compassionate care.
2. Have a family member/friend and your doctor notified when you are admitted to the hospital.
3. Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical or sexual).
4. Know the names and roles of your health care team.
5. Have your culture and personal values, beliefs and wishes respected.
6. Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity or language.
7. Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g. children, elderly, disabled) exercise their rights and protect them from abuse and neglect.
8. Ask for an estimate of charges before care is provided. Request information about charity care, if applicable.

D00005	Rev: A May 2020	Patient Rights and Responsibilities Form	Page 1 of 3
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Effective Communication and Participation in Your Care

1. Get information in a way you can understand.
2. Get information from your doctor/provider about: Your diagnosis; Your test results; Outcomes of care; Unanticipated outcomes of care
3. Be involved in your plan of care and treatment.
4. Involve your family in decisions about care.
5. Ask questions and get a timely response to your questions or requests.
6. Have your pain assessed and addressed.
7. Refuse care.
8. Have someone with you for emotional support, unless that person interferes with your or others' rights, safety or health.
9. Ask for a chaperone to be with you during exams, tests or procedures.
10. Choose your support person and visitors and change your mind about who may visit.
11. Select someone to make health care decisions for you if at some point you are incapacitated or are unable to make those decisions (and to have all patient rights apply to that person).

Informed Consent

1. Give permission (informed consent) before any nonemergency care for procedures requiring informed consent, including: Risks and benefits of your treatment; Alternatives to that treatment; Risks and benefits of those alternatives.
2. Agree or refuse to be part of a research study without affecting your care.
3. Agree or refuse to allow pictures for purposes other than your care.

Privacy and Confidentiality

1. Have privacy and confidential treatment and communication about your care.
2. Be given a copy of the HIPAA Notice of Privacy Practices.

Patient Responsibilities

1. Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
2. Notify us if you cannot keep your appointment.
3. Be respectful of your health care team, from the doctors, nurses and others participating in your care.
4. Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
5. Be in control of your behavior if feeling angry.
6. Provide us with a copy of your advance directive.
7. Ask questions if there is anything you do not understand.
8. Report unexpected changes in your health.
9. Follow clinic rules.
10. Take responsibility for your care.
11. Understand the consequences of refusing care.
12. Leave valuables at home.

D00005	Rev: A May 2020	Patient Rights and Responsibilities Form	Page 2 of 3
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13. Keep all information about staff or other patients private.
14. Do not use cellphones/other devices to take pictures, videos or recordings without permission from staff.
15. Submit payments in a timely manner or contact us to discuss your financial obligations.

Complaints and Grievances

Complain and have your complaint reviewed without affecting your care or being subjected to discrimination or reprisal. If you have a problem or complaint, you may talk to your doctor or a practice administrator/ manager at CORE Injury Management, PLLC.

If your issue is not resolved to your satisfaction, other groups you may contact include:

- Washington State Agency:
 Department of Health Systems Quality Assurance
 Town Center 2
 111 Israel Rd. S.E.
 Tumwater, WA 98501
 Phone number: 360-236-4700
 Fax number: 360-236-4818
 Email address: hsqa.csc@doh.wa.gov
<https://www.doh.wa.gov/AboutUs/ProgramsandServices/HealthSystemsQualityAssurance>
- Accreditation Agency:
 The Joint Commission Office of Quality and Patient Safety
 One Renaissance Blvd.
 Oakbrook Terrace, IL 60181
 Fax: 630-792-5636
https://www.jointcommission.org/report_a_complaint.aspx
- To address discrimination concerns, you may also file a civil rights complaint with the U.S. Department of Health and Human Services.
 Office of Civil Rights:
 200 Independence Ave., SW
 Room 509F, HHH Building
 Washington, DC 20201
 1-800-368-1019
 1-800-537-7697 (TDD)
OCRMail@hhs.gov
 Complaint forms are available at:
<https://www.hhs.gov/ocr/filing-with-ocr/index.html>
- To address Medicare concerns, contact the Medicare Ombudsman:
 1-800-633-4227
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

D00005	Rev: A May 2020	Patient Rights and Responsibilities Form	Page 3 of 3
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