



Washington Health Institute

1140 Varnum Street NE, Suite 203

Washington, DC 20017

Tel: (202) 525-5175

Fax: (202) 450-6088

www.DC-WHI.org

PATIENT RIGHTS AND RESPONSIBILITIES

The Washington Health Institute wants you to have the best possible care as prescribed or recommended by our practitioners. WHI provides care, treatment, and services within its capabilities and mission, and in compliance with laws and regulations.

The purpose of this Patient Rights and Responsibilities Statement is to promote more effective patient-centered care and greater satisfaction for the patient, their family, the provider, and the staff members caring for them. Every patient at WHI is entitled to certain rights and is required to comply with certain responsibilities to best fulfill their health care needs.

Your Rights

As a patient of the Washington Health Institute, you have the right to:

1. Receive considerate, respectful, and compassionate care in a safe setting, free from all forms of abuse, including verbal, mental, physical, and sexual abuse, harassment, neglect, retaliation, humiliation or exploitation from staff, students, volunteers, other patients, visitors, and family members.
2. Be treated without discrimination or regard to race, color, national origin, culture or ethnicity, age, religion, personal values and beliefs, physical or mental disability, pregnancy, sex, sexual orientation, marital status, gender, gender identity or expression, language, place of residence or business, housing status, source of income, ability to pay, or socioeconomic status. To be treated consistent with your personal values, beliefs, wishes, and/or gender identity in all activities associated with the care you receive.
3. Participate in your plan of care. To discuss information about your medical diagnosis, condition or illness, prognosis, test results, treatment choices, and possible outcomes and unanticipated outcomes of care with a qualified provider, in a language and manner that you understand.
4. Receive complete and current information concerning your diagnosis, care, treatment, and prognosis in terms you can be reasonably expected to understand.
5. Request a second opinion from another provider, within or outside Washington Health Institute
6. Participate actively in determining a course of care and treatment for yourself.
7. Decide on the course of medical treatment for yourself.
8. Receive information that you need to give informed consent for any proposed procedure or treatment, including information related to the risks, benefits and alternatives to the

proposed procedure or treatment, in light of your condition and current medical knowledge.

9. Refuse treatment and be told what effect this may have on your health, and to be informed of the other potential consequences of refusal. Furthermore, you have the right to refuse assessment, care, or treatment by any specific group or individual not essential to your care needs.
10. Designate an individual to represent you in making decisions regarding your treatment and healthcare. This includes, as allowed by law, an individual to refuse care, treatment, and services on your behalf.
11. Receive considerate and respectful care, support for personal dignity and privacy in a clean and safe environment.
12. Receive care committed to the prevention and management of pain.
13. Refuse to take part in research.
14. Receive respect for cultural, psychosocial, spiritual, and personal values, beliefs, and preferences.
15. Know by name the providers, nurses, and other staff members responsible for your care.
16. Have confidentiality maintained for all information and records regarding your care.
17. Receive access to, request amendment to, and receive an accounting of disclosures regarding your health information.
18. Have language-interpreter or hearing assistance services to facilitate communication with your WHI provider, arranged by the organization.
19. Examine and receive an explanation of your bill.
20. Provide WHI staff members with feedback, both positive and negative, about your care.
21. File a complaint or grievance with an outside state survey and certification agency. If you are dissatisfied with the care received at WHI, and you do not wish to raise the issue with a member of the clinic staff or a provider, you may contact DC Department of Health, 2201 Shannon Place SE, Washington, DC 20002 or the complaint hotline at 202-442-5833.

Your Responsibilities

Rules and regulations pertaining to patient conduct are necessary so that all patients are treated fairly and feel secure while at the Washington Health Institute. Your cooperation in the responsibilities listed below will help us provide quality care and services.

1. Talk to our staff and ask questions. Good communication promotes good care and better health outcomes.
2. Please cooperate with your caregivers and follow the plan of care you, your provider and your healthcare team have agreed upon.
3. Treat employees, volunteers, trainees, contractors, other patients, and guests with respect at all times.
4. Help maintain a substance-free (illegal drugs, nicotine, alcohol, etc.) and weapon-free (gun, knife, pepper spray, etc.) environment, by not bringing or using drugs or weapons onto WHI property.
5. Encourage a supportive and safe environment by reporting unsafe or concerning issues or situations.

6. Accept the consequences of your decisions, follow rules and regulations, and show respect and consideration. Please make any specific care wishes, including any Advance Directive, known to your healthcare team.
7. Respect the privacy and rights of others by assisting in the control of noise and conversation.
8. Protect confidential patient information and the rights and privacy of staff, patients, and visitors, by not using recording devices such as cameras (including cell phone cameras), video recorders, audio recorders, or any other type of equipment used to capture or record images and/or sound at the WHI.
9. Contribute to the cost of your care that the law, or the health plan that you participate in, requires you to pay.
10. Provide timely, complete, accurate, and truthful information about your health, health status, health history, insurance information, and other pertinent information about your care.
11. Arrive fifteen (15) minutes ahead of your scheduled appointment time and provide WHI staff with at least 24-hours advance notice whenever it becomes necessary to cancel or reschedule an appointment.

Nondiscrimination Notice

Washington Health Institute (WHI) complies with Section 1557 of the Patient Protection and Affordable Care Act and does not discriminate on the basis of race, color, religion, sex, marital status, sexual orientation, gender identity or expression, English language proficiency, national origin, age, disability, veteran status or any other status protected by law.

Interpretation Services

WHI provides language assistance services for those with limited English proficiency (LEP), including details of how to obtain such aids and services.

WHI provides appropriate auxiliary aids and services for individuals with disabilities, including details of how to obtain such aids and services.