



Patient Handbook



Your health and well-being are our greatest concern here at Harbor Regional Health. I appreciate that you and your healthcare provider have trusted us with your healthcare needs.

This Patient Handbook will explain the services available to you while you are a guest at Harbor Regional Health Community Hospital. It will also explain your rights as a patient, provide important educational information and tell you about the people who will be taking care of you. Please use this handbook as a resource during your stay and after discharge as it contains important information and follow-up contact phone numbers.

On behalf of our entire hospital staff and volunteers, I extend to you a warm welcome and best wishes for a speedy recovery.

Thank you for choosing Harbor Regional Health,

Tom Jensen
President/CEO, Harbor Regional Health

Patient Handbook

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Welcome

Welcome to the Harbor Regional Health (HRH) team! The best healthcare outcomes happen when there is a partnership between you and your healthcare team. When you take an active role in your healthcare, you will have a better experience and may even have a better outcome. Studies show that patients who engage with their healthcare by asking questions, experience better results from their care and treatment.

Mission & Values

Mission

To heal, comfort, and serve everyone with dignity and compassion.

Values

Respect: We embrace diversity and honor the rights and privacy of everyone with dignity and empathy.

Integrity: We are fair, honest, ethical, and do the right thing for those we serve.

Compassion: We are kind, caring, and respectful to everyone we encounter.

Responsiveness: We think creatively and uphold the highest standards of quality, safety and service, expecting accountability to each other.

Your Healthcare Team



Medical Provider

Your Medical Provider is a highly qualified member of our medical staff and is the person responsible for your care. Members of our medical staff may be independent providers in private practice; others may be employees of HRH. In either case, our Board of Commissioners carefully review providers' credentials before granting them membership to our medical staff. Your provider will write orders for most tests, medications and treatments.

Hospitalists

During a hospital stay at HRH, you may receive care from a Medical provider, a Certified Medical provider's Assistant or an Advanced Registered Nurse Practitioner called a "hospitalist." Hospitalists care for patients in a hospital 24 hours a day, seven days a week. When your medical provider is not able to be in the hospital building, a hospitalist — who is familiar with you and your needs — will provide your care. This hospitalist will work closely with

your own medical provider, your nurse and the other members of your care team.

Nurses

Your nurses are there to support your care at all times. Nurses assess your needs and design a plan of care that includes your medical provider/hospitalist's orders. They evaluate your response to treatment and work with your medical provider/hospitalist to adjust your plan of care as needed. Nurses coordinate with your healthcare team, advocate for you, and encourage you to be an active partner in your care. Nurses provide guidance and education to help you through your hospital experience. Be sure to note the name of your nurse and tell them of any concerns or questions that arise.

Social Service Specialists

A Social Worker works with you and other members of the hospital team to coordinate your plan of care and help you plan for when you leave the hospital. Your Social Worker will help answer questions you may have about insurance coverage while you are here, and makes sure your move from HRH to your home or another level of care is as smooth as possible.

Other professional staff

The other professionals that may provide services to you include certified nursing assistants, emergency department technicians, OB technicians, surgical (OR) technicians, central sterile technicians,

physical therapists, respiratory therapists, occupational therapists, laboratory technicians, diagnostic imaging staff, dietitians and pharmacists. All are highly trained professionals whose main interest is taking care of you.

Students

The HRH staff works closely with colleges and universities to train medical providers and clinical staff. Medical students work under the supervision of our medical providers. Students in other healthcare disciplines also have clinical practice at HRH. They are always under the supervision of their schools' clinical faculty or an HRH staff leader.

Patient Rights

We believe patient rights are paramount to fulfilling our mission, vision and values; therefore, we state them here for you and your family or loved ones to review. We will do everything possible to make sure that your rights are respected. Likewise, Harbor Regional Health has a right to expect reasonable and responsible behavior from patients, their relatives and friends. The following patient rights and responsibilities are applicable to all Harbor Regional Health patients:

Access to Care

Individuals shall be given unbiased access to treatment or accommodations that are available or medically indicated regardless of race, ethnicity, religion, culture, language,

physical or mental disability, socioeconomic status, source of payment, sex, sexual orientation, and gender identity or expression.

All individuals presenting to the hospital emergency department, regardless of ability to pay, have a right to access emergency medical treatment to stabilize an identified emergency medical condition.

Patients have the right to have access to spiritual care.

Respect and Dignity

You have the right to receive considerate, respectful care at all times and under all circumstances, with recognition of personal dignity, diversity, and religious or other spiritual preferences.



Communication

You have the right to receive information you can understand. This includes access to an interpreter or translation services at no charge.

You have the right to a prompt and reasonable response to questions and requests, regarding your care. Additionally, you have the right to know the reasons for any proposed change in the medical provider and professional staff responsible for your care. You also have the right to know the reasons for your transfer either within or outside of the hospital.

Patients have the right to know the name of the medical provider and other practitioners who have primary responsibility for their care, and to know the identity and professional status of individuals responsible for authorizing and performing procedures and care.

Patients have the right to receive beneficiary notices including:

- Notice of non-coverage and right to appeal premature discharge (IM / IMM); and
- Medicare Outpatient Observation Notice (MOON)

Informed Patient Care

You have the right to obtain, from the medical provider responsible for coordinating and providing your care, complete and current information about diagnosis (to the degree known), treatment, alternatives, referral information, risks and any known prognosis. This information should be communicated in terms you can understand.

HRH encourages patients and family members or representatives to be involved in and have

an understanding of your medical condition and treatment plan. You have the right to have your family or representative involved in care, treatment, and service decisions, as allowed by law. You also have the right to be involved in the resolution of problems associated with care decisions.

You have the right to supportive care, including appropriate assessment and management of pain, treatment of uncomfortable symptoms, and support of your emotional and spiritual needs, regardless of your medical status or treatment decisions. You have the right to be informed about unanticipated or adverse outcomes associated with your care. You have the right to refuse treatment. You or your legal representative may refuse treatment to the extent permitted by law. When refusal of treatment by you or your legal representative prevents the provision of appropriate care in accordance with professional standards, our relationship with you may be terminated upon reasonable notice.

Healthcare Decisions and End of Life

Advance Directives:

You have the right to receive information about advance directives. Advance directives ensure that your wishes, in written form, are carried out. When your advance directives are presented in a valid format, HRH will honor your wishes and retain them in your medical record when appropriate. The most common

type of advance directives include:

- Portable Orders for Life-Sustaining Treatment (POLST)
- Durable Power of Attorney for Healthcare
- Healthcare Directive or Living Will
- Mental Health Advance Directive

For more information, contact your attorney or request more information from a member of your care team.

Healthcare Proxy (Surrogate Decision-Makers):

If you are unable to make decisions or communicate with us about your healthcare, Washington State law allows the following people, in order of priority, to make healthcare decisions for you:

- The appointed guardian of the patient, if any;
- The individual, if any, to whom the patient has given a durable power of attorney that encompasses the authority to make health care decisions
- Patient's spouse or state registered domestic partner;
- Children of the patient who are at least eighteen years of age;
- Parents of the patient;
- Adult brothers and sisters of the patient;
- Adult grandchildren of the patient who are familiar with the patient;
- Adult nieces and nephews of the patient who are familiar with the patient;
- Adult aunts and uncles of the patient who are familiar with the patient; and

- An adult who: Has exhibited special care and concern for the patient; Is familiar with the patient's personal values; Is reasonably available to make health care decisions (See RCW 7.70.065 for complete details).

CPR and DNAR:

It is important for patients to understand their rights when it comes to cardiopulmonary resuscitation (CPR) and do not attempt resuscitation (DNAR). While the sudden stopping of the heart (cardiac arrest) may result in unexpected death, it can also be the natural end to chronic pain and suffering experienced by some patients.

Cardiopulmonary resuscitation is a medical procedure involving repeated compression of a patient's chest, performed in an attempt to restore the blood circulation and breathing of a person who has suffered cardiac arrest. It is Harbor Regional Health's policy to perform CPR on all patients whose heart stops suddenly unless a medical provider writes a DNAR order or a portable orders for life-sustaining treatment (POLST).

We encourage you and your family to talk with your medical provider or a member of the social work team about your wishes regarding end of life care. It is very important to know your wishes when you are admitted. You may request to have a DNAR or POLST order or your medical provider may write an order when, in their medical judgment, initiating CPR would clearly be futile.

Organ and Tissue Donation:

Patients' have the right to determine whether they would like to donate organs, corneas, skin, and other tissues. Every year donations help thousands of individuals in need. If you want to be an organ donor, please tell your medical provider and your family. During organ donation, the body is treated with respect and dignity, and funerals do not need to be delayed. All costs related to organ or tissue donation are covered by the procurement organization. Please let your healthcare team know if this is something you would like to consider.

Patient Safety is paramount at Harbor Regional Health. It is our goal to ensure you receive care in a safe and secure healing environment. We empower our patients to take an active role in ensuring they receive care that is safe and secure. Patients are encouraged to provide any recommendations or report any concerns to a member of your healthcare team or to the **Patient Safety Hotline (360) 537-5437**. Patients have the right to be free from abuse and neglect. Furthermore you have the right to request information about and the ability to contact protective services.

Additionally, you have the right to be free from seclusion and the use of any restraint that is not medically necessary. These measures are determined by your medical provider and used only to prevent injury to yourself or others and when alternative, less restrictive measures have been considered.

Privacy and Confidentiality

You have the right, within the law, to personal and informational privacy, as demonstrated by the following rights:

- If an inpatient, to refuse to speak with or see anyone not officially connected with the hospital, including visitors or persons officially connected with the hospital but not directly involved in patient care.
- To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to request to have another person present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex.
- To expect that any discussion or consultation involving your care will be conducted discreetly and that individuals not directly involved in your care will not be present without permission.
- To have your medical record accessed only by individuals for legitimate business purposes and as permitted under law.
- To expect all communications and other records pertaining to care, including the source of payment, be treated as confidential.

Access to Medical Records

You have the right to access your medical records, upon an oral or written request, in the form and format requested by you, if it is readily producible in such form and format. This includes an electronic form or format

when such medical records are maintained electronically; or, if not, in a readable hard copy form or such other form and format as agreed to by the facility and the patient, and within a reasonable time frame. Requests for records can be made to the Health Information Management (HIM) Release of Information (ROI) Department for your respective care location:

HRH Community Hospital

915 Anderson Drive
Aberdeen, WA 98520
P: (360) 537-5196
F: (360) 537-0588

HRH Medical Group

1006 North H Street
Aberdeen, WA 98520
P: (360) 537-6182
F: (360) 537-6198

Additional information on release of information can be found at:
www.ghcares.org/release-of-information

Rules and Regulations

You have the right to know what rules and regulations apply to patients. These rules include those described in this Patient Handbook, outlined in the responsibilities section of this booklet and those posted on campus. Additional copies of the Patient Handbook and Patient Rights and Responsibilities are available at the registration desk or by contacting the Patient Advocate at (360) 537-5134.

Patient Experience

Complements and appreciation for outstanding care are always welcome! You can share your positive experience with the Patient Advocate, write a positive review on Google and Facebook, or send us a message through our website.

If you have received exceptional care from an RN or Nurse Practitioner, we welcome you to nominate them for the DAISY Award.
<https://www.ghcares.org/daisy>



Harbor Regional Health employs a patient advocate to assist you and your family by answering questions, addressing concerns and connecting you to resources and information at the hospital. Post-discharge or post-visit concerns or complaints may be brought to the attention of the patient advocate at (360) 537-5134.

Please know that our team members will not respond to complaints via unsecured methods such as e-mail or text message.

Patients also have the right to file a complaint or grievance without the fear of retribution or denial of care, and to receive timely complaint resolution. Harbor Regional Health has a complaint procedure that ensures the continuity of your care. If a current patient of HRH or their legal representative has concerns or complaints about any part of their care you are encouraged to speak with any department director or staff member on the unit or in the clinic.

If you feel that you have been unable to resolve your concern through the Patient Advocate you have the right to contact:

Harbor Regional Health
Director of Quality, Risk and Compliance
915 Anderson Drive
Aberdeen, WA 98520
P: (360) 537-5126

DNV Healthcare
Attn: Complaint Department
400 Techne Center Drive
Milford, OH 45150
P: (866) 496-9647
www.dnvglhealthcare.com/patient-complaint-report

Washington State Department of Health
HSQA Complaint Intake
Post Office Box 47857
Olympia, WA 98504-7857
P: (360) 236-4700
E-mail: HSQAComplaintintake@doh.wa.gov

If the patient is a Medicare beneficiary and has a complaint regarding quality of care, their Medicare coverage, or premature discharge, the patient may contact:

Kepro-Region 10
5201 West Kennedy Blvd
Suite 900
Tampa, FL 33609
P: (888) 305-6759
F: (844) 878-7921

PATIENT RESPONSIBILITIES

Respect and Consideration

Harbor Regional Health believes in maintaining a therapeutic and healing environment for all patients. You are responsible for being considerate of the rights of other patients and HRH staff. This includes, but is not limited to, excessive or repetitive noise, threatening or abusive language or a display of hostility directed at staff or other patients, throwing objects, tampering with property, theft, or damage to facilities or equipment, degrading or demeaning comments, sexual comments or offensive gestures, profanity or similar language while speaking with staff or other patients, inappropriate or intimidating physical contact or threat of physical contact with another individual, or possession and use of alcohol or illegal substances while on premises. You understand that any abusive, disruptive, or disrespectful behavior could result in your dismissal from Harbor Regional Health.

Safety

You are an integral member of our team, when it comes to safety. This is facilitated by you becoming an active, involved and informed member of the healthcare team itself. Therefore, you have the responsibility to:

- Work with your medical provider, nurse and other healthcare members to make decisions about your care;
- Notify your non-Harbor Regional Health primary care medical provider of changes to your plan of care;
- Ask family members or friends to be a part of the healthcare team if you are very sick;
- Ask questions until you understand the answers (about diagnoses, treatments, procedures, medications, etc.)
- Learn about the possible risk of refusing a test or procedure;
- Ask why a test or treatment is needed, how it can help you and if you would be better off without it. Know that more is not always better.
- Make sure that you, your medical provider, and your surgeon all agree and are clear on exactly what will be done if you are having surgery;
- Ask your medical provider or healthcare team to explain the recommended or prescribed treatment plan;
- Ask for information about your medicines, if any, in terms you can understand. You need to know:

- What it is for?
- How to take it?
- How long to take it?
- What to do if there are side effects?
- If it is safe to take with other medicines, foods and supplements?
- What food, drink, and activities to avoid?
- Where to store it ?

Pain Management

You are responsible for:

- Working with the medical provider or nurse to develop a pain-management plan;
- Asking the medical provider or nurse what to expect of pain and pain management;
- Helping the medical provider and nurse assess your pain;
- Discussing pain relief options with medical providers and nurses;
- Telling the medical provider or nurse about any concerns you have about taking pain medication;
- Asking for pain relief when pain first begins
- Complying with medical provider orders regarding medication;
- Telling the medical provider or nurse if and when pain is not relieved;
- Not taking any medication or substance that has not been prescribed by your medical provider.

Communicating Information

As a patient, you are an integral part of

the healthcare team. Therefore, you are responsible for:

- Participating in your care and decisions;
- Providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies and other matters relating to your health;
- Reporting unexpected changes in your condition to the responsible medical provider;
- Communicating whether you clearly understand your plan of care and what is expected of you.

Education

You are expected to participate in the teaching/learning process so that you will acquire and understand the skills and behaviors that promote recover, maintain or improve function, or manage disease or symptom progression.

Advance Directives

You are responsible for providing a copy of your advance directive (e.g. power of attorney for healthcare, POLST, etc.) to an HRH representative in registration or a member of your HRH Health Care Team for retention in your medical record. Furthermore, you are responsible for informing HRH and your healthcare providers if you create, modify or revoke any advance directive. An advance directive is not required to receive treatment and you may waive your right to make one.

Compliance

You are responsible for following the treatment plan recommended by the medical provider primarily responsible for your care. This may include following the instructions of nurses and allied health staff as they carry out your plan of care, implement the responsible practitioner's orders and enforce applicable clinic rules and regulations. Furthermore, you are responsible for keeping appointments and for notifying HRH when you are unable to do so.

Charges

You are responsible for providing updated financial information and meeting any financial obligation to the hospital as timely as possible.

Refusing Treatment

You are responsible for your actions and potential adverse outcomes, should you refuse treatment or do not follow the practitioner's instructions.

Personal Property

You may have personal items with you during your visit or stay; however, ***Harbor Regional Health is not responsible for personal items you bring to the hospital or clinics.*** This includes cash, valuables, electronics, jewelry, eyeglasses, hearing aids, dentures, canes, prostheses, wheelchairs and other easily misplaced items.

If you are admitted as an inpatient, please leave all jewelry and valuables at home or send them

home with a family member or a person whom you trust to properly secure them. If necessary and upon requests, hospital staff may store smaller valuables in the hospital safe. Under no circumstance will the HRH Medical Providers or HRH Staff maintain or control possession of alcohol, drugs or drug paraphernalia. These items will be appropriately discarded or destroyed if brought to the facility.

Ethics Consultation

Ethics consultations are available for patients and family members who are faced with an ethical dilemma regarding patient care. The Ethics Committee is available to consult on such issues as extent of treatment and decision making. A consultation can be initiated by contacting your medical provider, nurse manager or other member of your healthcare team.

Confidentiality of Your Personal Health Information

HRH is committed to respecting the privacy of your information and for all patients that receive services from us.

Our Notice of Privacy Practices, a copy of which follows on the next pages, explains how HRH uses and discloses your medical information, your rights, and HRH's legal duties with respect to your medical information.

Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

➤ **See part 2** for more information on these rights and how to exercise them

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds

➤ **See part 3** for more information on these choices and how to exercise them

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

➤ **See parts 3 and 4** for more information on these uses and disclosures

Your Rights

When it comes to your health information, you have certain rights.
This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say "yes" to all reasonable requests.

Ask us to limit what we use or share

- You can ask us **not** to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say "no" if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say "yes" unless a law requires us to share that information.

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by calling us at 360-537-5134
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you	<ul style="list-style-type: none"> • We can use your health information and share it with other professionals who are treating you. 	Example: A doctor treating you for an injury asks another doctor about your overall health condition.
Run our organization	<ul style="list-style-type: none"> • We can use and share your health information to run our practice, improve your care, and contact you when necessary. 	Example: We use health information about you to manage your treatment and services.
Bill for your services	<ul style="list-style-type: none"> • We can use and share your health information to bill and get payment from health plans or other entities. 	Example: We give information about you to your health insurance plan so it will pay for your services.

continued on next page

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

- We can share health information about you for certain situations such as:
 - Preventing disease
 - Helping with product recalls
 - Reporting adverse reactions to medications
 - Reporting suspected abuse, neglect, or domestic violence
 - Preventing or reducing a serious threat to anyone's health or safety

Do research

- We can use or share your information for health research.

Comply with the law

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

- We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

- We can use or share health information about you:
 - For workers' compensation claims
 - For law enforcement purposes or with a law enforcement official
 - With health oversight agencies for activities authorized by law
 - For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.



For Further Information or to File A Complaint

If you have any questions about this Notice or would like further information concerning your privacy rights, please contact our Privacy Office at (360) 537-5126.

If you believe your privacy rights have been violated, you may file a complaint in writing to:

Patient Advocate
Harbor Regional Health
915 Anderson Dr.
Aberdeen, WA 98520

Advance Directives for Medical Care

We want you to make decisions about your medical care and we encourage you to make your treatment wishes known ahead of time. Advance Directives are papers that state your choices for medical treatment, or name someone to make those choices for you, if you become seriously ill and can't make decisions. It is important that you discuss these kinds of healthcare decisions with your medical provider and family or friends. They should also have a copy of the written document you have signed. Bring a copy of your Advance Directives to the hospital so it can be included in your medical record. Informational booklets with state approved forms are available from the Registration Office or ask your nurse to provide a copy.

Medical Portable Orders for Life Sustaining Treatment (POLST)

A POLST is created following a discussion with your medical provider about life-sustaining treatments. The main purpose is to inform Emergency Medical Technicians (e.g., an ambulance crew) what life-saving measures to perform when a healthcare emergency occurs.

If you have a POLST form signed by you or your surrogate decision maker and your medical provider, bring it with you to the hospital and we will copy it and use it as a statement of your wishes until your hospital medical provider can discuss its contents with you and write care decisions into our patient-care orders.

Difficult Decisions (Ethics Consults)

The hospital has an ethics committee available for consultation if you or your family is having difficulty making decisions about your treatment. Please ask your nurse for assistance.

Cardiopulmonary Resuscitation (CPR) Policy

HRH policy is to provide CPR for patients when they stop breathing or their heart stops beating, when it is deemed medically reasonable. CPR involves pressing on the chest and placing a tube into the throat and pushing air into the lungs. Additional treatment may be needed, such as ventilators (machines that help with breathing) or pacemakers (a device that keeps the heart beating). There is a risk of injury to the ribs or internal organs from

pressing on the chest. There is no guarantee that CPR will be successful.

If you do not want CPR, please let your healthcare team know so that they can assist you in obtaining a written medical provider's order for your request. A medical provider's order is required to prevent CPR from being performed.

We encourage you to discuss your position about CPR with your medical provider and family so your wishes are known and can be honored. Whatever choice you make regarding CPR, care and comfort measures will always be provided to you and your family.

Organ and Tissue Donation

Organ donation is one of the greatest gifts that you can give. Often, donor families find comfort knowing their donation helped others and the donation often saves the life of the person who receives it. Please visit these websites for valuable related information:

Life Center Northwest – www.lcnw.org

Donate Life Today – www.donatelifetoday.com or 1-877-175-5269

Good Things To Know

Comfort

We want you to be comfortable during your visit or your hospital stay. We know that pain is personal. The pain you feel may not be the

same type of pain as someone else. Please let us know when you feel pain. To help us to understand what you are feeling, we will ask you to rate your pain on a scale of zero to 10, where zero means no pain and 10 means the worst possible pain. Once we understand your pain, we can work with you to agree on the best plan to make you more comfortable. Remember, tell the staff about any pain that won't go away.



Partners in Your Care

Patients, family, visitors and medical providers can make each hospital visit safer. Below are safety and health suggestions that you may find applicable while you are here:

- Designate one family member or other identified person to be a contact for healthcare updates. This will allow nursing staff to focus on your care. It is also helpful to have this person ask questions and understand the answers so you are not overwhelmed by information while you are in the hospital. Make sure this person understands your preferences for healthcare.
- Medical Social Workers are available to assist you in preparing for discharge including necessary arrangements for care at home or at a longer term care or

rehabilitation facility, obtaining special equipment, supplies, medications or transportation home from the hospital.

- No food should be brought into the hospital for patient consumption unless prior approval has been granted by your nurse.

Hand Hygiene

Everyone, including visitors and your healthcare team, should use alcohol gel or wash their hands when entering and leaving your room. You may hear staff remind your family to “gel in and gel out,” which refers to the alcohol gel near your door. We also expect that you will ask your medical provider, “Did you use alcohol gel or wash your hands?” before they provide care.

Preventing Falls

While you are in the hospital, you may be at greater risk for falling. This may be due to unfamiliarity with your surroundings, medications, altered sleep patterns, or cords, tubes, and machines that make movement difficult. Because falls can cause a new injury or setbacks in your recovery, we want to do everything possible to prevent them. You can help by following these precautions:

- Ask for help to get out of bed
- Move slowly when getting up from your bed or chair
- Wear non-skid footwear
- Report any spills

- Use a night-light
- Do not lean on your bedside table or stand for support
- Use handrails in bathroom and halls
- Learn proper use of hospital equipment such as walkers and canes

HRH Television

Televisions in patient rooms and public waiting areas provide a variety of commercial and special interest programs. Channel 2 is our C.A.R.E. channel providing relaxing music and scenic video to promote your healing. If the channel guide is missing from your room, your nurse will be happy to provide one.

Free Internet Access

Using your personal computer or wireless device, you and your family can remain connected during your stay through the public HRH network. In addition to updating your friends and family on your status, you can also access health information online to learn about your care or other health-education topics that interest you.

Receiving Visitors

Often, receiving visitors can help you get better faster and feel more comfortable during your stay. HRH does not discriminate against any visitor or deny visitation privileges based on race, color, national origin, religion, sex, sexual orientation, gender identity or expression, or mental or physical disability. If there is

someone you do not want to receive visits from, we will help prevent that person from visiting.

Staff may limit visits because you need to rest or we need to conduct care. We may also limit visits based on the needs of the patient you are sharing a room with. Please speak with your nurse about the best time and length for visits — and ask your family and friends to plan their visits so that not everyone is visiting at the same time. If necessary, we will ask the same on your behalf.

For safety reasons, after-hours visitors in the hospital will be issued a temporary badge so they can be identified. Those visitors without I.D. badges will be questioned by Security. You can get visitor badges from the registration staff after-hours by visiting the Emergency Department. If you have a visitor we feel may present a safety risk to you, staff, other patients, or visitors, we may conduct a reasonable search of that visitor upon entering the hospital.

If your friends or family members have an illness that is easily spread to others (COVID, a cold or cough, the flu, chicken pox, measles, mumps), please tell them not to visit, and to stay home and get well.

Late Entrances and Exits

The hospital doors are locked to protect patients, medical providers and other staff who

work at HRH during nighttime hours. During the hours of 8 p.m. to 7 a.m., please have your visitors use the Emergency Department entrance to access the hospital.

Photography or Video

Please respect the privacy of others. Taking pictures or video of other patients, visitors or employees is prohibited without the express written consent of that individual. The Family Birth center has specific guidelines, please ask your nurse.

Personal Belongings

HRH is committed to ensuring a safe and secure place to work and to receive care. HRH may inspect your personal belongings in an effort to prevent prohibited items such as weapons, illicit or illegal drugs or contraband, and other hazardous items or substances from entering the hospital. HRH is not responsible for money or other valuables left in your room.

If You Smoke

HRH is a smoke and tobacco-free campus. This includes the use of electronic cigarettes (e-cigarettes) or any other similar device, as well as chewing-tobacco products.

During your stay in the hospital, you are not allowed to leave the building to smoke. If you are dependent on a nicotine product, we offer nicotine-replacement therapies; these are readily available and billed as part of your insurance benefits.

Visitors who choose to smoke must not be on HRH property.

HRH supports a program to help you or any of your friends, family or visitors quit smoking. If you would like information about quitting smoking, contact American Heart Association at 1-800-242-8721 (www.americanheart.org), American Lung Association at 1-800-548-8252 (www.lungusa.org), or the Tobacco Quit Line at 1-877-270-7867 (www.quitline.com).

Medications

Medications are an important part of your plan of care. We expect you to bring an up-to-date list of all medications you are currently taking including prescriptions, vitamins, herbals and over-the-counter products. Use of your own prescriptions is limited to only those medications authorized by your attending medical provider. Medication safety is a top priority for us. During your stay with us, as many medications as possible are dispensed in individual packages to help ensure each patient receives only their ordered medications.

Candles, Incense and Open Flames

You may not burn items such as candles or incense in any HRH building. We understand that many of these items have cultural/religious meaning, but the potential for fire risk and air-quality issues prevents their usage in all buildings.

Scents

Please do not wear fragrant perfume, cologne or lotion to the hospital. Many people are sensitive to these scents. We ask the same of our staff and medical providers as well as your visitors.

Interpreter or Communication Aid

HRH has access to interpreters and communication aids for our patients who speak limited or no English, or patients who are deaf, hard of hearing, or have vision issues, cognitive impairment or speech disabilities. If you need assistance, please let our staff know and we will arrange this service for you. We do not allow the use of family members, friends or children as medical interpreters, but they can interpret general or social communications. We require official medical interpreters because it is very important to us that you receive confidential and accurate medical interpretation by a trained professional. This ensures we can be full partners in your care.

Pet and Service Animal Policy

Pet Policy

We know that pets can be a part of your family. Your pet may visit on the grounds or at the front entrance of the hospital. Pets are not allowed on the floors for infection control and allergy concerns for others. Only ADA defined service animals may come to visit. You will be

asked about the animal's training to perform a service for you. We will screen for the health and safety of the animal. Details about ADA service animals are available from your nurse.

Pet visits are restricted to the grounds and the main lobby of the hospital of both campuses.

Service Animals

In accordance with the American Disability Act, HRH welcomes Service Animals as defined by the ADA. The animal must be trained to do specific work that helps to accommodate the owner's disability. The owner or other designated individual shall be responsible for the animal's needs at all times including clean up of any accidents.

Response to Pandemics and Epidemics

As the nature of pandemics and epidemics are often different, the response by HRH to assure safety for our patients, staff, and community may differ. Likely responses follow:

Limits to visitation

There may be times where, for the safety of our patients and our staff, we may restrict visitation. In such cases detailed information can be found on our website, as well as posted at all entrances.

If visitation is restricted, HRH will provide

telecommunications equipment to facilitate virtual visitations.

Cancelation of Procedures

In response to Washington State mandate, or due to circumstances of staffing levels, it may be necessary to cancel or postpone certain procedures. Notice of such action will be given as soon as possible to help patients be prepared.

Mandatory Use of Personal Protective Equipment

In certain circumstances patients and visitors may be required use personal protective equipment (PPE) to keep our patients and staff safe. If PPE, like masks, gloves, etcetera are required, they will be provided by HRH if the patient or visitor has not brought the appropriate PPE.



Valuable Feedback

Patient Satisfaction Survey

To ensure we hold ourselves to the highest standards of quality and safety, some patients may receive a survey from our partner **Press Ganey**, an independent company that provides patient experience measurements through a scientifically rigorous, validated tool used to measure the perception of your care. This feedback is highly valuable so we request that if you receive a survey to please take the time to complete it.

HRH uses CipherHealth, to offer post-visit phone calls to patients with a recording of your discharge instructions and follow up care by your nurse. The service allows the you to hear details of your discharge as well as giving you an opportunity to indicate if you need a follow-up phone call from an HRH staff member to assist in a specific aspect of your care, such as access to medications, treatments or follow up care.



Cipher is a healthcare technology company committed to improving patient outcomes and experiences through enhanced communication and care team coordination. Nurses and other hospital staff are trained on new methods to support patients in their transition to the home environment.

Understanding your Hospital Bill

HRH wants to help you become an informed healthcare consumer. Part of that is helping you understand your hospital bill. Hospital billing can be complicated. We need your help. Please make sure you have given us the correct insurance information and respond promptly to requests for additional information, either from us or from your insurance plan. Here are answers to some common questions about hospital bills.

How much will my care cost?

You may ask the hospital for a range of estimated charges for your care. If your diagnosis is uncertain, it may be difficult to provide a precise estimate.

How much do I really owe?

First, your insurance company reviews your hospital bill and pays or denies their portion. Then, the hospital bills you for your part of the bill. Your hospital bill will show charges for whatever insurance does not pay. This process may take several months. Most insurance plans require patients to pay part of their

hospital bill. If you have any questions about your insurance, please contact your insurance company.

Who will bill my insurance?

The hospital will bill your insurance company, based on the information you provided us if available.

Who will I call for help?

If you have questions about your bill, please contact the hospital's billing office
Toll Free at 855-459-5117

What if I cannot pay?

The hospital has options to help patients with their hospital bills. If you need help, please call the hospital's billing office Toll Free at 855-459-5117

Options for payment assistance include:

- Hospital Financial Assistance will help you find out if you qualify for financial assistance. Help is offered to people with and without insurance. (For example for copayments or deductible).
- We can help you apply for public insurance programs such as Medicaid. These programs may help you with your current bill and will help you set up a payment plan.

Why does hospital care cost so much?

Hospitals are there when you need them, 24 hours a day, 7 days a week. They handle emergencies and trauma patients. Hospitals

provide advanced medical services with well trained and experienced staff. Everyone who needs care gets it, regardless of ability to pay.

Why did I receive a separate lab, provider, or ambulance bill?

Many medical providers, ambulance companies, and labs are separate businesses with their own billing and account procedures. See the enclosed sheet for the groups that regularly provide care for the patients at our hospital.

Why did I receive a bill from a provider I did not see?

The hospital sends out lab test and X-rays to specialized doctors for their expert review. You will receive a bill directly from those doctors for their work.

What if my hospitalization is the result of an accident?

If you had a non-work related accident, we will ask you for information about other insurance such as car insurance. If your accident or illness is work-related, we will bill your employer's workers' compensation program. You must fill out the required paperwork they need.

Information in the Understanding your bill was produced by the Washington State Hospital Association.
www.wsha.org

Patient Handbook

Hospital Billing Questions

HRH wants to help you understand your hospital bill. Here is a list of phone numbers you may call to answer any questions you may have about applying for free or discounted care, applying for Medicaid, Basic Health, the high risk pool, or other public insurance programs.

Patient Financial Services

915 Anderson Dr.
Aberdeen, WA 98520
Toll Free: 855-459-5117

Questions about bills from other providers:

Many medical providers, ambulance companies, and labs are separate businesses with their own billing and account procedures. If you receive a bill from them and have questions about it, please contact those service providers directly.

Emergency Medical Services **(Ambulance services):**

City of Aberdeen	360-533-4100
City of Hoquiam	360-532-5700
City of Montesano	360-249-5681
City of Ocean Shores	360-289-3611
City of Raymond	360-942-4113
South Beach	360-268-9832

HRH Community Hospital is part of Grays Harbor County Public Hospital District #2

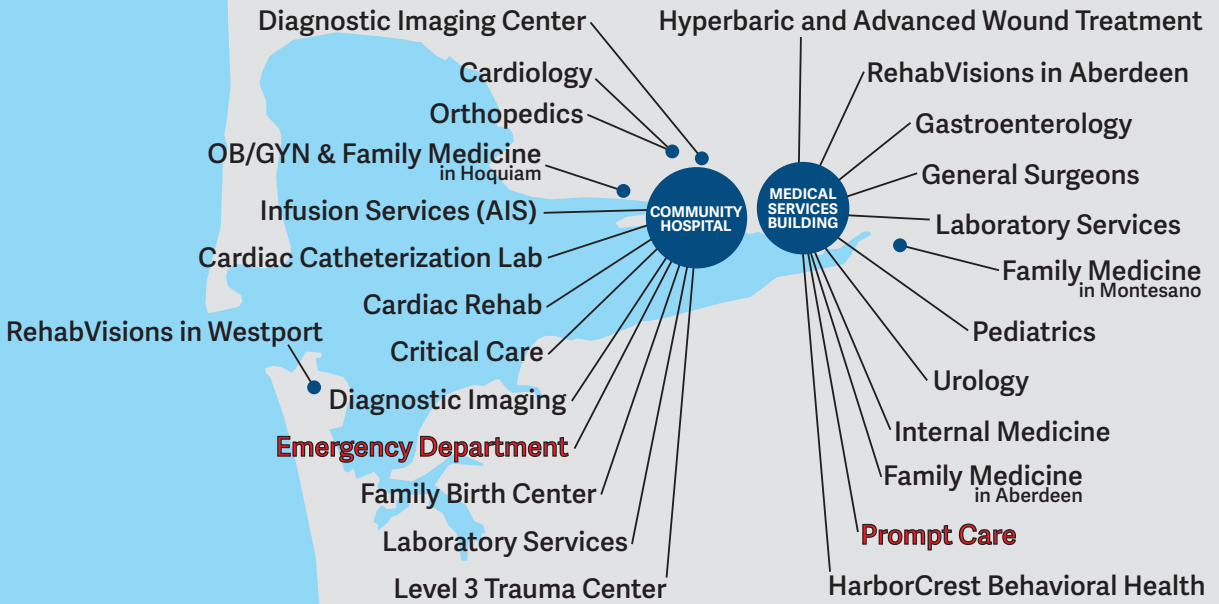
Established January 01, 2015, Grays Harbor County Public Hospital District #2 has a board of seven elected commissioners who represent the communities of the district. Public meetings of the GHCPHD #2's commissioners are held on the 4th Tuesday of each month. For more information please visit: www.ghcares.org/public-hospital-district



Patient Acknowledgement

For your reference, we have included a copy of the Patient Acknowledgement form.

- I have received and will read the Harbor Regional Health Community Hospital Patient Handbook.
- I have received and will read "My Patient Rights and Responsibilities". (pages 3-11).
- I understand that Harbor Regional Health may at times impose visitor restrictions or limitations in accordance with the organizations policies. Significant modifications or supplemental policies may be posted at entrances and/or available at our website www.ghcares.org
- I have received and will read the Hospital's "Notice of Privacy Practices" a copy of which is in the Patient Handbook (pages 12-15).
- I have been informed that the Hospital has information and forms explaining healthcare directives (page 16).
- I have been informed and will read the methods available to report safety concerns outlined on (page 6).
- I have been informed that the Hospital is a smoke free campus and that the Hospital supports a program to quit smoking (pages 19-20).
- I have been informed of the Hospital's survey company Press Ganey (page 22).
- I have received a copy of Conditions of Admission Consent.
- I understand if I have further questions I can ask any clinical staff for assistance.



Community Hospital: 915 Anderson Dr, Aberdeen • Medical Services Building: 1008 North H St, Aberdeen

www.ghcares.org • Hospital: (360) 532-8330 • Appointments: (866) 537-2778