

PeaceHealth patients (or patient representatives, as appropriate) have the right to...

- Participate in formulating your individualized treatment plan and in the evaluation process as much as possible.
- If you are capable of giving informed consent, you have the right to:
 - Give and withhold consent to medication and treatment in all situations that do not involve a crisis or impending crisis as described in AS 47.30.838(a)(1). A facility shall follow the procedures required under AS 47.30.836 — 47.30.839 before administering psychotropic medication.
 - Accept or refuse electroconvulsive therapy or aversive conditioning. In no event may treatment include psychosurgery, lobotomy or other comparable forms of treatment without your specific informed consent. This includes minors unless the minor is disabled or clearly too young to give an informed consent, in which case, the consent of the minor's legal guardian is required. In addition, this treatment may not be given without a court order after hearing compatible with full due process.
- Be free from a locked quiet room, or other form of physical restraint, unless you are likely to physically harm yourself or others unless restrained. Nothing in this section is intended to limit the right of staff to use a quiet room at your request or with your awareness when considered in your best interest.
 - Patients placed in a quiet room or other physical restraint shall be checked at least every 15 minutes or more often if good medical practice so indicates.
 - Patients in a quiet room must be visited by a staff member at least once every hour and must be given adequate food and drink and access to bathroom facilities.
 - At no time may a patient be kept in a quiet room or other form of physical restraint against the patient's will longer than necessary to accomplish the purposes set out in this subsection.
 - All uses of a quiet room or other restraint shall be recorded in the patient's medical record, the information including but not limited to the reasons for its use, the duration of use, and the name of the authorizing staff member.
- When, in the written opinion of your attending physician, a true medical emergency exists and a surgical operation is necessary to save your life, physical health, eyesight, hearing, or body parts, the professional person in charge, or that person's professional designee, may give consent to the surgical operation if time will not permit obtaining the consent from the appropriate relatives, guardian or judicial authority. However, an operation may not be authorized if you are an adult and knowingly withhold consent on religious grounds.
- Upon discharge, be given a discharge plan specifying the kinds and amount of care and treatment you should have and other steps you might take to benefit your mental health after leaving the facility.
- Ask questions about charges on your bill. Please call Patient Financial Services at 1-877-202-3597.
- Know about any financial arrangement's providers may have with outside healthcare services.

PeaceHealth patients (or patient representatives, as appropriate) are responsible to...

- Provide accurate and complete information about your medical condition and medical history;
- Promptly notify your caregivers of any changes in your health and any barriers to your treatment plan;
- Actively participate in your healthcare. Ask questions and seek help so that you understand your possible treatment, care and services;
- Keep scheduled appointments or give adequate notice for delay or cancellation;
- Show respect and consideration for the rights and property of others;
- Refrain from abusive language or threatening behavior;
- Leave your valuables at home, if possible, or deposit all of them in the hospital safe. You are responsible for all of your personal belongings.
- Pay your bill promptly. If you experience a hardship, please call Patient Financial Services at 1-877-202-3597.

You may voice complaints or grievances about your care or concerns either verbally or in writing and have prompt follow up. Ask to speak to the charge nurse, department manager or contact one of PeaceHealth's Risk Management team members using the phone numbers provided below.

<p>PeaceHealth Ketchikan Medical Center 3100 Tongass Avenue Ketchikan, AK 99901 907-225-5171</p> <p>Hotline to the Heart 1-907-228-8300</p>	<p>Alaska Department of Health and Social Services Health Facilities Licensing & Certification 4501 Business Park Blvd. Ste 24, Bldg. L Anchorage, AK 99503</p> <p>Mark clearly on the envelope "Confidential"</p> <p>Phone: 907-334-2483 Email: complaintcoordinator@alaska.gov</p>
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