



Patient Responsibilities

Patient responsibilities when receiving treatment or while hospitalized at Bartlett Regional Hospital:

- Provide accurate and complete information related to health and medication.
- Report unexpected changes in your conditions.
- Follow your treatment plan recommended by your provider and care team.
- Be involved in your care and ask questions.
- Be financially responsible for care and services.
- Be considerate of other patients and family members.
- Be considerate and respectful to your care team.

Concerns / Compliments

If we did something right, or even something wrong, we want to hear from you! Learning from you makes us better.

Please contact:

Director of Quality at (907) 796-8695

Risk Management at (907) 796-8578.

If we aren't resolving your concerns to your satisfaction you may contact:

The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

Fax (630)792-5636

Email patientsafetyreport@jointcommission.org

-OR-

Health Facilities Licensing & Certification

Attn: Complaint Coordinator

4501 Business Park Blvd. St. 24, Bldg. L

Anchorage, AK 99503

Complaint Intake Form:

http://dhss.alaska.gov/dhcs/Documents/hflc/PDF/Forms/Complaint_Form.pdf

If you have any questions about this complaint form or how to submit it, please contact their office at (907) 334-2483.

Patient Rights & Responsibilities



Bartlett Regional Hospital respects, protects and promotes patient rights.

Patients are treated in a dignified and respectful manner.

You, as the patient, when receiving treatment or while hospitalized, can expect BRH to:

- Respect the patient's right and need for effective communication.
- Respect the patient's cultural and personal values, beliefs and preferences.
- Respect the patient's right to privacy.
- Accommodate the patient's right to religion and other spiritual services.
- Allow the patient access to, request amendment to, and obtain information on disclosures of his or her health information.
- Allow a family member, friend or other individual to be present with the patient for emotional support.
- Prohibit discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, gender, sexual orientation and gender identity or expression.



**3260 Hospital Drive
Juneau, AK 99801**

**907-796-8900
www.bartletthospital.org**

Patient Rights



Bartlett Regional Hospital respects the patient's right to receive information in a manner he or she can understand.

- ⇒ If you do not understand or speak English, you will have access to interpreter services.
- ⇒ If you have special needs relating to vision, speech, hearing or ability to understand, you will have access to interpreter services.
- ⇒ We will strive to meet these needs and communicate information related to your care and treatment with you in a way you can understand.

Bartlett Regional Hospital respects the patient's right to participate in decisions about care.

- ⇒ The patient has the right to be involved in decisions about their care, treatment and services provided at the hospital.
- ⇒ The patient may appoint a surrogate decision-maker when unable to make decisions.

Bartlett Regional Hospital honors the patient's right to give or withhold informed consent.

- ⇒ The patient has the right to be informed and to participate in planning and decision-making regarding care and treatment.
- ⇒ The patient has the right to decide whether to give consent or refuse consent for treatment based on a clear explanation of the risk and benefits of a procedure or treatment, and the medically significant alternatives for care and treatment if these exist.

Bartlett Regional Hospital respects the patient's right to receive information about the individual providing their care, treatment, and services.

- ⇒ The patient has the right to know the name and professional status of the individual providing care, treatment, and services to them.

Bartlett Regional Hospital addresses the patients wishes about end of life care.

- ⇒ The patient has the right to create advanced directives regarding healthcare decisions and accept or refuse medical or surgical treatments including withholding life-sustaining treatment or resuscitative services.

Bartlett Regional Hospital honors the patient's right to be free from neglect; unfair treatment; and verbal, mental, physical and sexual abuse.

- ⇒ The patient and their family have the right to expect safety and security while receiving hospital services.
- ⇒ The hospital reports allegations, observations, and suspected cases of neglect, unfair treatment, and abuse to appropriate authorities based on its evaluation of the suspected event or as required by law.

Bartlett Regional Hospital honors the patient and their family's right to have complaints reviewed by the hospital.

- ⇒ Patients and their families have a right to file complaints and grievances and to receive a timely response.

Bartlett Regional Hospital honors the patient's right to access protective and support services.

- ⇒ The hospital provides resources to help families, and the courts determine the patient's needs for such services.



At Bartlett Regional Hospital We C.A.R.E. :

Courtesy
Accountability
Respect
Excellence

Bartlett Regional Hospital provides its community with quality, patient-centered care in a sustainable manner.