

## PATIENT RIGHTS AND RESPONSIBILITIES

### You have the right to:

- Be treated and cared for with dignity and respect.
- Confidentiality, privacy, complaint resolution, and communication.
- Complain about your care and treatment without fear of retribution or denial of care.
- Timely complaint resolution.
- Be informed and consent to your care.
- Receive a copy of our Notice of Privacy Practices (NPP).

### Additional patient rights:

- An interpreter, free of charge.
- Know the name and role of each person giving you care.
- Ask for an estimate of charges before care is provided.
- Ask questions and get a timely response to your questions or requests.
- Have your bill explained to you.
- Refuse care.
- Obtain copies of your medical records. You may do so by contacting our Medical Records Department at 253-761-4200.

### You have the responsibility to:

- Provide complete and accurate health and demographic information.
- Let someone know if there are changes in your condition.
- Be respectful of your health care team, to include any TRA employee you interact with.
- Be considerate in language and conduct of other people and property, including being mindful of noise levels and privacy.
- Ask questions and let someone know if there is anything you do not understand.
- Follow directions and accept responsibility for your choices.
- Leave valuables at home.
- Do not use cellphones/other devices to take pictures, videos or recordings without permission from staff.
- Notify us if you cannot keep your appointment as soon as possible.
- Submit payments in a timely manner or contact the billing department to discuss your financial obligations.