

Know Your Rights

YOUR VOICE

Partnering with you in every decision you make.

YOUR CARE

Empowering you to make informed decisions.

YOUR CHOICE

Make decisions about your care with our support.

- Because you deserve to understand your care.

Sound Physicians

High Quality Care

Privacy & Confidentiality

Nondiscrimination

Equal Access

Informed Consent

Emergency Medical Treatment

Open Communication

Sound Physicians Compliance
Hotline: 253.444.9555

Compliance Email:
compliance@soundphysicians.com

Patient Rights and Responsibilities

At Sound Physicians, we are committed to delivering compassionate, high-quality, patient-centered care. We want every patient and family member to understand their rights, know what to expect from us, and feel empowered to participate in their care.

We encourage you to speak openly with your health care providers to be involved in your health care. We recognize that patients have fundamental rights and are committed to honoring them.

Our goal is for you to feel respected, informed, and supported throughout your care. As our patient, you have the right to receive safe, high-quality treatment; to be treated with dignity; to understand your medical condition and options; to make decisions about your care; to have your privacy protected; and to speak up about concerns without fear of retaliation. You also have the right to interpreter services, access to your medical information, and the ability to share or update advance directives.

Your rights come with responsibilities that help us provide the best care possible. We ask that you provide accurate information about your health, follow your treatment plan, ask questions when something is unclear, and treat your care team and other patients with respect. Please follow facility guidelines, notify us of any changes in your condition, and provide up-to-date insurance or payment information.

By understanding your rights and fulfilling your responsibilities, you help us create a safe, supportive, and effective care experience focused on your health and well-being.

The following will explain in detail your rights as a patient receiving care from Sound Physicians and your responsibilities in helping us provide safe and effective treatment.



Your Rights as a Patient

Respect, Dignity, and Compassion

You have the right to:

- Be treated with kindness, dignity, and respect at all times.
- Receive care without discrimination based on race, color, national origin, age, disability, sex, sexual orientation, gender identity, language, or ability to pay.
- Have your cultural, religious, and personal values respected during your care.

High-Quality, Safe Medical Care

You have the right to:

- Receive safe, appropriate, and timely medical care.
- Expect that all providers caring for you are properly trained, licensed, and qualified.
- Be free from abuse, neglect, harassment, or any other inappropriate treatment.
- Receive care in a clean, secure, and safe environment.

Clear Information About Your Health

You have the right to:

- Be informed about your diagnosis, treatment options, expected outcomes, and possible risks or complications.
- Receive explanations in terms you can understand, with opportunities to ask questions.
- Request a second opinion or ask for another provider when possible.

Participation in Your Care

You have the right to:

- Take part in decisions about your treatment.
- Accept or refuse any recommended care, as permitted by law, and be informed of the potential consequences.
- Discuss goals of care, treatment preferences, and alternatives with your healthcare team.

Informed Consent

You have the right to:

- Receive information needed to give informed consent before tests, procedures, or treatments.
- Understand the purpose, risks, benefits, and alternatives before agreeing to care.



Advance Directives

You have the right to:

- Create or present an advance directive (such as a living will or healthcare proxy).
- Have your wishes respected to the extent allowed by law and hospital policy.
- Change or update your directives at any time.

Privacy and Confidentiality

You have the right to:

- Have your medical information kept private and secure.
- Expect that your protected health information will be used and shared only as allowed by law (HIPAA).
- Request a copy of Sound Physicians' Notice of Privacy Practices.

Communication and Language Services

You have the right to:

- Receive information in a language you understand.
- Request a medically qualified interpreter at no cost to you.
- Have access to assistive devices if you have hearing, vision, or communication needs.
- Language Services are available at 866-898-2672

Access to Medical Information

You have the right to:

- Review your medical record and request copies.
- Ask for corrections if you believe information is inaccurate.

Complaints, Concerns, or Grievances

You have the right to:

- Express concerns about your care without fear of punishment, intimidation, or retaliation.
- Have your concerns taken seriously and addressed promptly.
- Contact Sound Physicians directly through our Compliance Hotline or through the hospital's grievance process.

Sound Physicians Compliance Hotline: 833.416.5041

Direct Compliance Phone: 253.444.9555

Compliance Email: compliance@soundphysicians.com

We will respond to concerns with fairness, transparency, and respect.



Your Responsibilities as a Patient

To help us provide the best care possible, we ask you:

Provide Honest and Accurate Information

- Share complete and accurate details about your medical history, symptoms, medications, allergies, and past treatments.
- Tell your providers if your condition changes or if you do not understand something.

Participate Actively in Your Care

- Ask questions if instructions or treatment plans are unclear.
- Follow the agreed-upon treatment plan or inform your provider if you cannot do so.
- Take medications as prescribed and notify your provider if you experience side effects.

Respect Others

- Treat providers, hospital staff, and other patients with courtesy and respect.
- Help maintain a calm, safe, and healing environment.

Follow Facility Rules

- Adhere to hospital or facility guidelines regarding visitors, safety, infection control, and conduct.

Provide Insurance and Payment Information

- Share accurate insurance, billing, and payment information when requested.
- Work with the hospital or billing office to resolve financial matters.

Share Your Advance Directives

- Inform your healthcare team if you have an advance directive or appointed decision-maker.
- Provide copies if available.

All patients receiving care from Sound Physicians have the right to safe, respectful, and ethical treatment. Sound Physicians will protect these rights in accordance with federal and state law, including CMS Conditions of Participation, EMTALA, HIPAA, and hospital policy.