



Yakima Valley
Memorial Hospital

Advance Directive Process for Patient Access Services

Purpose:

To allow patients the ability to provide Advance Directive information (Living Will and Power of Attorney) to their healthcare provider as well as allow hospital staff access to the most up-to-date Advance Directive information on each admission.

Policy:

Advance Directive process for Patient Access Services:

A. Registrars and Yakima Valley Memorial Hospital Patient Access Services will ask EVERY adult at the time of EVERY admission and at EACH visit when the patient may go to a bed if the patient has an Advance Directive. The registrar will ask the patient if the document is available through the Living Will Registry. If so, the representative will search for the document at <http://doh.wa.gov/livingwill> using either the registration number from the patient's wallet card or the patient's last name and date of birth.

B. Patient Access Services will electronically enter the Advance Directive information in our electronic system documenting:

- Patient does not have a Living Will and/or Healthcare Proxy;
- Patient has a Living Will and/or Healthcare Proxy;
- Patient refused to answer question regard Living Will and/or Healthcare Proxy;
- Not known if patient has a Living Will and/or Healthcare Proxy.

The registrar will provide the required written information to the patient/surrogate and electronically document when:

- The patient/surrogate requested Living Will and/or Healthcare Proxy information;
- Living Will and/or Healthcare Proxy information was provided to the patient/surrogate
- Patient/surrogate refused Living Will and/or Healthcare Proxy Information.

If the patient is preregistered, he/she will be asked to bring a copy of the Advance Directive to the medical center at the time of admission.

C. The patient/surrogate will be given Memorial's Guide to Patient Services and Information booklet which includes an explanation of YVMH's policies and procedures concerning informed consent and Advance Directive required written material "Choices... For You and Your Family" Directives to Physicians and Durable Power of Attorney for Health Care in Washington State, the Washington State Living Will Registry information and information regarding Washington State Natural Death Act law as it relates to Advance Directives.

D. If, for any reason, the patient is unable to receive the above information or give answers concerning Advance Directives; the representative for the patient will be questioned and given Memorial's Guide to Patient Services and Information booklet which includes the required written material "Choices... For You and Your Family" Directives to Physicians and Durable Power of Attorney for Health Care in Washington State, the Washington State Living Will Registry information and information regarding Washington State Natural Death Act law as it relates to Advance Directives.

E. If a patient, in the course of his/her hospitalization regains the ability to receive or understand information about Advance Directives, the patient will be provided the required written information at the time the registrar obtains signatures during our follow-up admission process done by Patient Access Services.

Complaints concerning the Advance Directive requirements may be filed by individuals (patients, families, others) with the state survey and certification agency.