

Patients' Rights and Responsibilities

The "patient" refers to the patient, patient's representative or surrogate, if applicable.

As a patient of The Oregon Clinic you have the Right to:

- Receive all communications, whether verbal or written, in a language and manner that you understand. Interpreters will be provided when necessary.
- Considerate, respectful and compassionate care in a safe and secure environment that is free of all forms of discrimination, abuse or harassment.
- The ability to exercise your rights without being subjected to discrimination or reprisal.
- The right to personal privacy and confidentiality concerning your medical care. Information can only be released with your consent, except as provided by law. You have the right to be advised as to the reason for the presence of any individual. HIPAA regulations will be observed.
- Receive information about your diagnosis, treatment, and expected result from your provider or designated staff in terms that you can understand. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- To receive the necessary information and participate in decisions regarding a procedure or proposed treatment in order to give informed consent or to refuse this course of treatment.
- Reasonable continuity of care and to know, in advance, the time and location of appointment(s), as well as the practitioner providing the care.
- Consult with another physician or change providers if other qualified providers are available.
- Agree to or refuse to participate in research projects.
- Know the name and the professional status of the provider who has primary responsibility for coordination of your care and the names, professional relationships and credentials of other practitioners and health care workers you may see.
- Within the confines of the law, review your medical records. All communications and records pertaining to your care will be treated as confidential.
- Receive information, in advance of the procedure, concerning the Endoscopy Center's policy on advance directives, including a description of applicable State Health and Safety Laws, and if requested, official State advance directive forms. These are available on request.
- Have in effect and documented on your medical record the presence of any Advance Directives concerning Living wills, medical powers of attorney or other documents that limit your care, and you have the right to be referred to an alternate facility if you wish to have your Advance Directives honored during your procedure. For further information visit www.oregon.gov/DCBS/SHIBA/advanced_directives.shtml
- Provide appropriate feedback, including suggestions and complaints.
- Voice grievances, verbally or written, regarding treatment or care that is, or fails to be, furnished. For assistance in expressing grievances or complaints verbally or in writing to The Oregon Clinic:
 - Visit www.oregonclinic.com/contactus and choose "Patient Relations".
 - Call Patient Relations at 503-963-2843
 - Call the care specialist office directly and speak with the Director of Operations or call the main information line at 503-935-8000
 - Medicare Patients may visit www.cms.hhs.gov/center/ombudsman.asp or 1-800-MEDICARE, www.healthoregon.org/hcrqi. Oregon Health Authority, Health Facility Licensing and Certification, PO Box 14260, Portland, OR 97293-2060, 971-673-0540.

- Examine and receive an explanation of your bill and our payment policies, regardless of the source of payment.
- After-hours access to physician owners via phone. Emergency measures are available as needed.

As a patient of The Oregon Clinic, you have the Responsibility to:

- Provide complete and accurate information about your health including present condition, past illnesses, hospitalizations, medications, including over-the-counter products and supplements, allergies and sensitivities, and any other information that pertains to your health.
- Be an active participant in your care.
- Make it known whether you clearly comprehend a contemplated course of action and what is expected of you, including if you anticipate not following the prescribed treatment or are considering alternative therapies. Ask questions when you do not understand.
- Follow the treatment plan recommended by your practitioner, which may include the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable rules and regulations.
- Report unexpected changes in your condition to the responsible practitioner.
- Accept the responsibility for your actions if you refuse treatment or do not follow the practitioner's instructions.
- Provide complete and accurate billing information for claim processing and to pay bills in a timely manner.
- Keep appointments, be on time for your appointments and notify your physician as soon as possible if you cannot keep your appointments.
- Be respectful of others and their property while in The Oregon Clinic facilities. Assist in the control of the noise, smoking, and the number of visitors. Failure to comply with this may lead to termination from the practice.