



## THE OREGON CLINIC PATIENT 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 in a language and/or manner that you understand. Interpreters will be provided when necessary. The Oregon Clinic provides aids and services to people with disabilities to communicate effectively with us such as:
  - Qualified sign language interpreters and language interpreters
  - Information written in several of the common languages in this city.
  - If you believe that The Oregon Clinic has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex:
    - You can file a grievance with Director of Risk Management for The Oregon Clinic by mail at 847 NE 19<sup>th</sup> Avenue, suite 300, Portland, OR 97232; fax 503-935-8911 or email to [compliance@orclinic.com](mailto:compliance@orclinic.com)
    - You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically at <https://www.hhs.gov/hipaa/filing-a-complaint/index.html> or by phone at 1-800-368-1019, (TDD) 800-537-7697,. Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr/privacy/hipaa/complaints/hipcomplaintform.pdf>, (FAX) 202 619-3818
- Considerate, respectful and compassionate care in a safe and secure environment that is free of all forms of discrimination, abuse or harassment. The Oregon Clinic complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.
- Exercise your rights without being subjected to discrimination or reprisal.
- 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.
- 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 a procedure 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 <https://healthcare.oregon.gov/shiba/topics/Pages/advance-directives.aspx>;  
Form: <https://www.oregon.gov/oha/PH/ABOUT/Documents/Advance-Directive.pdf>
- 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 visit [www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp) or 1-800-MEDICARE, Oregon DHS: <https://www.oregon.gov/DHS/ABOUTDHS/Pages/Gao.aspx>
- 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.
- Behave respectfully toward others and respect their property while in The Oregon Clinic facilities. Failure to comply with this may lead to termination from the practice.