

# Patient Rights and Responsibilities

## As a patient in our facility, you have the right to:

- ◆ Considerate and respectful care in a way that supports your dignity and individuality, in a safe setting, free from abuse or harassment, regardless of race, color, creed, age, sex, physical handicap, national ancestry, or course of payment. This includes consideration of the special psychological, social, spiritual and cultural factors that influence your beliefs about illness and death.
- ◆ Personal privacy, and comfort.
- ◆ Exercise your rights without being subjected to discrimination or reprisal.
- ◆ Expect personnel who care for you to be friendly, considerate, respectful and qualified through education and experience.
- ◆ A commitment to prevention and management of pain by our medical and nursing staff.
- ◆ A reasonable response to your requests and needs for care, within the clinic's capacity, its stated mission, and applicable laws.
- ◆ Request a transfer to another facility or if a transfer is medically necessary, be fully informed before being transferred to another facility.
- ◆ Change providers (if another qualified provider is available), or your provider may choose to do so, when it is medically necessary or recommended.
- ◆ Be fully informed about your illness, possible treatments and likely outcomes, including significant unanticipated outcomes, and the names and roles of your healthcare providers.
- ◆ Participate with your physician in healthcare decisions, including the right to accept or refuse treatment as permitted by law. You have the right to be informed of the medical risks of refusing treatment.
- ◆ Participate in the consideration of ethical issues that may arise in your care or that of a patient for whom you are a guardian.
- ◆ Request a translator if needed.
- ◆ Have an advanced directive ("living will" or similar document), and/or to name the person of your choice to make healthcare decisions on your behalf, to the extent permitted by law.
- ◆ Confidentiality of patient information and medical records, unless you have given permission to release information, or unless reporting is required or permitted by law.
- ◆ Examine and receive an explanation of your bill, regardless of the source of payment.
- ◆ Review your medical record and have the information explained, except when restricted by law. You have the right to obtain a copy of your medical record at a reasonable fee, within a reasonable time frame.
- ◆ Participate in all decisions about your care.
- ◆ Receive information about our patient rights policies, other clinic rules that may apply to you, and how to resolve complaints about your care.
- ◆ Voice grievances regarding treatment or care that is (or fails to be) furnished.
- ◆ Give permission to students to be involved in your care.
- ◆ Informed consent. You must give permission for tests, surgery and medicines.
- ◆ Refuse treatment, to the extent permitted by law and be informed of the medical consequences of such refusal. You accept responsibility for your actions including refusal of treatment or not following instructions of the physician or facility.
- ◆ Information about affiliation. You have the right to ask about any connection or interest your doctor(s) may have with this surgery center, hospitals and other doctors.
- ◆ Be fully informed about a treatment or procedure and the expected outcomes before it is performed.
- ◆ Express grievances, complaints and/or suggestions at any time. You may contact the following entities to express any concerns, complaints or grievances you may have:

**Heather Reeves, O.R. Manager at 541-638-0878 or by mail:  
Northwest Center for Plastic Surgery  
743 Country Club Rd  
Eugene OR 97401**

**State Agency:** State of Oregon Department of Public Health at 971-673-0540, or if you wish to write them:

Oregon Department of Human Services Public Health Division  
Attn: Complaint Coordinator  
800 NE Oregon St Ste 305  
Portland OR 97232

You may also choose to visit **Medicare's website** for beneficiary Ombudsman:

<http://www.cms.hhs.gov/center/ombudsman.asp>

If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.

If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

## As a patient in our facility, you have the responsibility to:

- ◆ Provide accurate, complete information about your present condition, past illnesses and hospitalizations, medications, any herbal supplements you may be taking and other matters relating to your health.
- ◆ Report to your healthcare providers unexpected changes in your medical condition and health.
- ◆ Participate in treatment decisions and follow treatment recommendations and instructions.
- ◆ Follow clinic rules and regulations affecting your care.
- ◆ Be considerate of other patients and personnel.
- ◆ Respect the property of others and the facility.
- ◆ Provide responsible adult to transport you home and remain with you for 24 hours if required by your physician.
- ◆ Provide clinic with insurance information and fulfill financial obligations to the clinic.
- ◆ Inform your healthcare providers when you believe you cannot follow the prescribed treatment, or when you must cancel an appointment.
- ◆ Follow your physician's instructions.
- ◆ Ask questions when you don't understand information or instructions or inform staff when you do not understand what you are told or what is happening to you.
- ◆ Inform us about any living will, medical power of attorney, or other directive that could affect your care.
- ◆ Recognize the effects of lifestyle on personal health, and take reasonable precautions to remain healthy.
- ◆ Identify any patient safety concerns.