

THE OREGON CLINIC PATIENTS' RIGHTS AND RESPONSIBILITIES

OUR RESPONSIBILITIES

As a patient of The Oregon Clinic you can expect:

- *Considerate, respectful and compassionate care in a safe and secure environment, regardless of age, race, gender, religion, national origin, sexual orientation, physical or mental disability.*
- *Information about your diagnosis, treatment, and expected result be provided by your specialist or designated staff in terms that you can understand.*
- *To receive the necessary information about a procedure or proposed treatment in order to give informed consent or to refuse this course of treatment.*
- *Assistance from a patient representative in expressing grievances or complaints verbally or in writing. Visit www.cms.hhs.gov/center/ombudsman.asp or 1-800-MEDICARE, www.oregon.gov/DHS/ph/hclc/docs/hclc_intake.pdf or 971-673-0540.*
- *To know who it is that is interviewing and examining you.*
- *Within the confines of the law, you can review your medical records and all communications and records pertaining to your care will be treated as confidential.*
- *All patients have the right to examine and receive an explanation of their bill, regardless of the source of payment.*
- *Have in effect and documented on your medical record any Advanced Directives concerning Living wills or medical powers of attorney. For further information visit www.oregon.gov/DCBS/SHIBA/advanced_directives.shtml*

YOUR RESPONSIBILITIES

As a patient of The Oregon Clinic, you and/or your representative are expected to:

- *Provide complete and accurate information about your health including present condition, past illnesses, hospitalizations, medications and any other information that pertains to your health.*
- *Provide complete and accurate billing information for claim processing and to pay bills in a timely manner.*
- *Ask questions when you do not understand what your doctor or a member of your health care team tell you about your diagnosis or treatment. You should inform your doctor if you anticipate not following prescribed treatment or are considering alternative therapies.*
- *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.*