

PATIENT'S RIGHTS AND RESPONSIBILITIES

- 1** The patient will receive the care necessary to help regain or maintain maximum state of health and, if necessary, cope with death.
- 2** The facility personnel who care for the patient will be qualified through education and experience to perform the services for which they are responsible. The patient has the right to identify the professional status of all individuals providing services to him/her.
- 3** The patient will be treated with consideration, respect, and full recognition of individuality, including privacy in treatment and in care.
- 4** The patient will be provided (to the extent known) by the physician, complete information regarding diagnosis, treatment and the prognosis as well as the possible risks and side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual. Within the limits of the facility service policy, the patient and family will be instructed in appropriate care techniques.
- 5** The patient or responsible person will be fully informed of services available in the facility, provisions for after-hours and emergency care, and related fees for services rendered.
- 6** The patient will be a participant in decisions regarding the intensity and scope of treatment. Circumstances under which the patient may be unable to participate in his or her plan of care will be recognized. In these situations, the patient's rights will be exercised by the patient's designated representative or other legally designated person.
- 7** The patient will have the right to accept medical care or refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal. The patient also has the responsibility for his/her actions should he/she refuse treatment and does not follow the physician's or the Surgery Center's instructions and will be requested to sign a release of responsibility form. If refused, a registered letter will be sent.
- 8** Plans will be made with the patient and family so that continuing services will be available to the patient throughout the period of need. The plans will be timely and involve the use of all appropriate personnel and community resources.
- 9** Facility personnel will keep adequate records and will treat with confidence all personal matters that relate to the patient.
- 10** The patient will have the right to approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third party payment contract.
- 11** The patient has the right to be informed of any human experimentation or other research or educational projects affecting his or her care or treatment and to refuse participation in such experimentation or research.

STANDARD OF PATIENT'S RIGHTS AND RESPONSIBILITIES – CONTINUED

- 12** The patient will be free from all forms of abuse harassment. The Surgery Center will provide for and welcome the expression of grievances or complaints and suggestions by the patient at all times.
- 13** The patient will have the right to change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- 14** The patient will have the right to have an advance directive, such as a living will or health-care proxy. These documents express the patient's choices about future care or name someone to decide if the patient cannot speak for himself or herself. The patient who has an advance directive should provide a copy to the Grants Pass Surgery Center and to their physician for their wishes to be made, known and honored in the event of a transfer to the hospital.
- 15** The patient will have a right to be fully informed before any transfer to another facility or organization if appropriate for optimum patient care.
- 16** The patient will be responsible for observing prescribed rules of the Surgery Center during his or her stay and treatment. The patient forfeits the right to care at the Grants Pass Surgery Center if printed instructions are not followed.
- 17** The patient will be responsible for promptly fulfilling his or her financial obligations to the Surgery Center.
- 18** The patient will be responsible for being considerate of other patients and personnel and for assisting in the control of noise, smoking, and the number of visitors.
- 19** The patient will be responsible for reporting whether he/she clearly understands the planned course of treatment and what is expected.
- 20** The patient will be responsible for keeping appointments and, when unable to do so for any reason, must notify the Surgery Center and physician.
- 21** Patient care rendered will reflect consideration for the patient as an individual with personal value and belief systems that affect his or her attitude toward and response for the care provided by the Grants Pass Surgery Center. Patients will be allowed to express those spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy for the patient.
- 22** The patient or the patient's designated representative may participate in the consideration of ethical issues that arise in the care of the patient.
- 23** All patients will receive appropriate assessment and management of pain through continuum of care.
- 24** The patient is encouraged to report concerns about safety throughout or after their course of care.

Our patient advocate will answer written complaints and or handle verbal complaints. There is to be no fear of reprisal, discrimination or impact on the quality of care received.

If we are unable to resolve an issue you may contact:

Oregon Health Care Licensure and Certification office at: 971-673-0540. <http://www.oregon.gov/DHS/ph/hclc>

Medicare beneficiary: 1-800-633-4227. <http://www.oregon.gov/DHS/ph/hclc>