

## PeaceHealth patients (or patient representatives, as appropriate) have the right to...

### **Dignity, respect and compassion.** *This includes the right to:*

- Access and receive respectful treatment without regard to age, race, ethnicity, religion, culture, language, disability, socioeconomic status, sex, sexual orientation and gender identity or expression;
- Medical care that preserves personal dignity and respects personal values, beliefs and preferences and addresses psychological, spiritual, social and intellectual needs;
- Receive care in a safe environment that a reasonable person would consider safe and that provides protection for emotional health and physical safety;
- Be free of all forms of abuse, neglect or harassment (verbal, mental, corporal punishment, physical and sexual abuse, financial, exploitation and unnecessary restraints and seclusion).

### **Quality care.** *This includes the right to:*

- Complete information about your diagnosis, treatment and prognosis presented in a way you can reasonably be expected to understand, and participate in the development and implementation of your inpatient or outpatient treatment/care plan;
- Receive all the information necessary to make informed decisions regarding your care, including a full description of the treatment or procedure before the care is rendered unless in an emergent situation; the expected benefits, risks and alternatives to the treatment, including the alternative of no treatment at all, and to request or refuse treatment;
- Receive information about pain management as well as alternative pain management options, when suitable for the condition being treated;
- Receive information regarding unanticipated events and outcomes of care;
- Receive an appropriate emergency medical screening examination, stabilizing treatment and, when needed, transfer to a higher level of care after receiving an explanation concerning the need for, and the alternatives to, such a transfer;
- Consult with another physician at your own request and expense;
- Request a consultation with the facility Ethics Committee.

### **Safety.** *This includes the right to:*

- Caregivers who are free from having been found guilty of abuse, neglect, exploitation, misappropriation of property, or mistreatment by a court of law;
- Know that, to enhance patient safety, video or auditory monitoring may be done in some individual patient rooms, care areas or common areas.

### **Meaningful interactions and information.** *This includes the right to:*

- Receive reasonable access to language assistance, at no charge;
- Receive communications on important information taking into account: Vision, speech, hearing, or disability;
- Choose a support person to participate in healthcare planning and decision making without being asked to provide proof of a legal relationship;
- Have a physician and family member, or other designated contact person, notified promptly of your admission to the hospital;
- Receive visitors whom you designate, including, but not limited to: A spouse, a domestic partner, a same-sex domestic partner, another family member, or a friend, and to withdraw or deny such designation at any time;
- Be advised and informed of applicable research projects and choose whether to participate in research;
- As a Medicare beneficiary, receive notice of non-coverage and your rights to appeal premature discharge;
- Expect discharge planning for continuing care requirements following release from the hospital;
- Know about any business interests' providers may have in health services to which you may be referred;
- Know about any financial arrangement's providers may have with outside healthcare services.

### **Personal care.** *This includes the right to:*

- Know the names and roles of individuals providing your care and who has primary responsibility for coordinating your care.
- Know which physician or Licensed Independent Practitioner (LIP) is in charge of your hospital care and the names of other clinical personnel involved in care;

- Participate in supportive care decisions at end of life, including but not limited to palliative care, pastoral care and other spiritual services.
- Formulate an Advance Directive and have PeaceHealth staff honor these directives;
- Receive information about organ donation, upon request;
- Personal privacy in care delivery, respect, dignity, and comfort and confidentiality of your clinical information and records regarding care;
- To request restrictions on the use or disclosure of your protected health information;
- Request a copy of your medical records for which there may be a reasonable charge and within a reasonable time frame;
- Receive an explanation of charges and information about financial assistance;
- Ask questions about charges on your bill. Please call Patient Financial Services at 1-877-202-3597.

### **PeaceHealth patients (or patient representatives, as appropriate) are responsible to...**

- Participate in planning and decisions regarding your healthcare;
- Provide as accurate and complete as possible relevant medical history, symptoms and concurrent conditions prior to and during the course of treatment;
- Ask questions and inform providers when answers to questions are not clear or understood or if you cannot follow instructions or the treatment plan;
- Promptly report any changes in your health, concerns about your care and/or obstacles to following your treatment plan;
- Provide information necessary to determine the ability to pay for services and any other sources of payment for services;
- Respect the dignity and rights of others;
- Respect the property of other persons and of the medical center;
- Conduct yourself in a respectful way that protects and maintains the safety of the healthcare environment;
- Do your best to follow your agreed upon treatment plan to reach the best possible outcome of care;
- Respect and comply with the PeaceHealth Tobacco-Free Campus Policy.

**You may voice complaints or grievances about your care or concerns either verbally or in writing and have prompt follow up.** Ask to speak to the charge nurse, department manager or contact one of PeaceHealth’s Risk Management team members using the phone numbers provided below. You may also file a grievance with the state without fear of reprisal.

<p><b>PeaceHealth Sacred Heart Medical Center at RiverBend</b> 3333 RiverBend Drive Springfield, OR 97477 541-222-7300</p> <p><b>Hotline to the Heart</b> 1-866-222-6822</p>	<p><b>PeaceHealth Sacred Heart Medical Center, University District</b> 1255 Hilyard Street Eugene, OR 97401 541-686-7300</p> <p><b>Hotline to the Heart</b> 1-866-222-6822</p>	<p><b>PeaceHealth Cottage Grove Community Medical Center</b> 1515 Village Drive Cottage Grove, OR 97424 541-767-5500</p> <p><b>Hotline to the Heart</b> 1-866-222-6822</p>
<p><b>PeaceHealth Peace Harbor Medical Center</b> 400 Ninth Street Florence, OR 97439 541-997-8412</p> <p><b>Hotline to the Heart</b> 1-866-222-6822</p>	<p><b>Oregon Health Authority, Medical Facility Complaints</b> Health Facility Licensing and Certification Program 800 NE Oregon Street, Suite 465 Portland, OR 97232</p> <p>Phone: 971-673-0540 Fax: 971-673-0556 Email: mailbox.hclc@state.or.us</p>	