

Your rights and responsibilities

EFFECTIVE JULY 2018

As your Adventist Health care team, we value your partnership in the information and choices that determine your treatment, safety and health. We want you to know our plan for providing the best care possible includes making sure you know about the rights and the responsibilities you have while you're here. We look forward to partnering with you, the most important member of our care team.

Your rights*

You have the right to:

- Compassionate care that is respectful of your cultural, psychosocial, spiritual and personal values, beliefs and preferences.
- Participate in the development and implementation of your plan of care.
- Make informed decisions regarding your care. This includes being informed of your health status, being involved in care planning and treatment, and being able to request or refuse treatment.
- Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- Personal privacy.
- Receive care in a safe setting.
- Be free from all forms of abuse or harassment, including physical or mental abuse and corporal punishment.
- Access information contained in your clinical records within a reasonable time frame.
- Be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.
- Receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and the right to withdraw or deny such consent at any time. The hospital shall not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. The hospital shall ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences and hospital visitation policy.
- Access state survey agencies and quality improvement organizations, protective services, and advocacy groups.
- Receive information in a manner you can understand.
- Refuse care, treatment and services in accordance with law and regulation. Give or withhold informed consent for care.
- Give or withhold informed consent to produce or use recordings, films, or other images of yourself for purposes other than your care. You have the right to rescind consent before the recording, film, or image is used.
- Receive information about the individuals responsible for your care, treatment and services.
- An environment that preserves your dignity and contributes to a positive self-image.
- Pain management.
- Religious and other spiritual services.
- Have your complaints reviewed by the hospital.

Your responsibilities*

You have the responsibility to:

- Provide relevant information about your health, including: past illnesses, hospital stays, and use of medications.
- Ask questions when you do not understand information or instructions.
- Follow the treatment plan received from your physician or tell your physician if you believe you cannot follow through with your treatment.
- Be responsible for outcomes if you do not follow the treatment plan. Be considerate, along with your visitors, toward care providers, other staff members and other patients.
- Provide insurance information and make arrangements for paying your bills.
- Follow the hospital's rules and regulations.

Communicating concerns

If you should have issues, please contact your caregiver immediately. Should you have questions about the medical center comments about care or suggestion for service improvement we encourage you to contact Patient Complaints at 503-261-6633.

Resolving concerns

If you have concerns about your care...

We are committed to providing you with excellent service. If you feel we aren't meeting that commitment, please follow this complaint/grievance process to resolve the issue:

1. Talk with the individual involved, they should do all they can to resolve your concern.
2. If that doesn't resolve your issue, please talk with that individual's supervisor.
3. If you still have concerns, talk with the director of the department about your complaint, and how we can best resolve it.
4. If we still have not taken care of your concern, please contact Patient Complaints at 503-261-6633. Our staff will do what they can to resolve the issue.
5. If your concerns cannot be resolved through the organization, you can contact the agency's below:
The Joint Commission, Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610
complaint@jointcommission.org

Livanta/Oregon Health Authority
1-877-588-1123
<https://www.bfccqioarea5.com>

*Adapted from guidelines of The Joint Commission and the Centers for Medicare and Medicaid Services.

