

Patient Rights and Responsibilities

Oregon Integrated Health strives to care for each of our patients with respect and provide quality healthcare. It is our pledge to provide this care with respect and dignity. In keeping with this pledge and commitment, we present the following Patient Rights and Responsibilities:

It is important for you to understand your rights and responsibilities. If you have any questions please call our office manager at 503.972.0235 ext. 2108. You may also contact these numbers below if you have any concerns with your care at Oregon Integrated Health.

Health Share of Oregon: 503-416-8090. Trillium Customer Service: 877-600-5472 OHP: 1.800.273-0557
Disability Rights of Oregon 503-243-2081 The Governor's Advocacy Office (includes DHS) : 503-945-6904

As a patient, you have the right to:

- Receive compassionate, respectful care in a safe setting.
- Competent, considerate and respectful health care, regardless of race, creed, age, sex or sexual orientation.
- An individualized treatment plan.
- Have your pain evaluated and managed
- Be well informed about your condition, possible treatments and the likely outcomes of these treatments.
- Participate in developing and implementing a plan for your care.
- Accept or refuse a treatment, as permitted by law.
- Be shown consideration for your personal privacy.
- Review your medical records and have the information explained to you.
- Know that your personal and medical information will be treated as confidential.
- Participate in discussion of ethical issues that may arise during your treatment.
- Be free from restraint, unless it is necessary for safety reasons.
- If you are not comfortable communicating in English, if you have a hearing impairment, or if you require other auxiliary aids or services you have a right to an interpreter. If you decline the use of an interpreter, OIH may have one present for your provider to ensure accuracy during medical discussions.
- File a grievance and be informed of how to do so. Please ask the front desk for our grievance form and information.
- Receive a bill that you can reasonably expect to understand.

As a patient, you have the responsibility to:

- Providing staff with correct and complete name, address, telephone and emergency contact information each time you see your clinician so we can reach you in the event of a schedule change or to give medical instructions.
- Providing staff with current and complete insurance information, including any secondary insurance, each time you see your clinician.
- Signing a "Release of Information" form when asked so your clinician can get medical records from other clinicians involved in your care.
- Telling your clinician about all prescription medication(s), alternative, i.e. herbal or other, therapies, or over-the-counter medications you take. If possible, bring the bottles to your appointment.
- Asking your clinician questions when you do not understand your illness, treatment plan or medication instructions.
- Following your clinician's advice. If you refuse treatment or refuse to follow instructions given by your health care clinician, you are responsible for any medical consequences.

- Keeping your appointments. If you must cancel your appointment, please call the health center at least 24 hours in advance.
- Paying copayments at the time of the visit or other bills upon receipt.
- Following the office's rules about patient conduct; for example, there is no smoking in our office.
- Respecting the rights and property of our staff and other persons in the office.
- Recognize the effect that your lifestyle has on your health.

Thank you