Your health care is our priority. You are why we are here.

At OHSU, we provide patient- and family-centered care. That means:

- We know who you are and care about you as a unique individual.
- We attend to your physical, emotional and spiritual needs.
- We acknowledge that we are guests in your life.
- We earn your trust and become your partner.

As an OHSU patient you have a right to:

- Respect and consideration for your cultural, social, spiritual and personal values, beliefs and preferences.
- Privacy, confidentiality of your personal health information and personal dignity.
- Know the names of people who are helping or caring for you.
- Have a chaperone present during your examination.
- Tell us who you would like to help you make decisions about your care.
- Ask questions and receive answers in a way that meets your needs and helps you understand.
- Be involved in developing and implementing your care plan and the plans for your care after you leave the hospital.
- Receive information about your health condition and the results of the care we provided you.
- Informed consent. This means you have the right to understand and agree to the care plan your provider recommends.
- Informed refusal. This means you have the right to refuse care and receive information about the risks and benefits of refusing the care your provider recommends.
- Prepare an Advance Directive, which will tell your health care providers or family members in advance about the care you do or do not want to receive. You also have the right to have those decisions respected.
- Refuse to be part of a research project.
- Feel free from harassment or discrimination.
- Feel safe and free from any form of abuse or neglect. You also have the right to ask for protection or help from an advocate during your visit.
- Access to pastoral and other spiritual services.
- Request and receive relief from pain, as agreed upon by your provider.
- Be free from restraint, unless it is necessary to keep you safe.
- Understand a decision to transfer you to another facility.
- Review and ask questions about your bill.
- Tell us about your concerns or complaints, and to receive a response, without affecting the quality or delivery of care.

If we are not doing what you expect, we hope you will tell us.

As an OHSU patient you, and your family and visitors, have a responsibility to:

- Be thoughtful of other patients and visitors.
- Be considerate and respectful of people who are helping or caring for you.
- Refrain from using profanity, or threatening language or behavior.
- Provide accurate, honest and complete information about your medical history, including information about medicines and drugs you have used, previous illnesses, injuries or medical care, and information about your current health conditions.
- Take part in your health care decisions unless you give that responsibility to a friend or family member.
- Ask questions and tell us when you do not understand a treatment or decision we are considering.
- Tell us about unexpected changes in your condition and things about your care you think might be risks.
- Follow instructions once you and your provider have agreed on your care.
• Accept what happens if you do not follow the care plan or treatment your providers recommend.
• Let the staff know if you must leave a care area (hospital or clinic), and when you expect to return.
• Follow the hospital’s policies.
• Carefully review the OHSU Notice of Privacy Practices, which explains how we may use or share your health information. The NPP also explains how you may have access to this information.
• Cancel appointments you are not able to keep.
• Share your compliments and concerns, and provide suggestions that will help us provide you the best care possible.
• Meet your financial obligations.

Patient safety

When you are a patient at OHSU, you have a right to receive safe medical care. Being involved in your care is one important way to be certain you are safe. This means:

• Ask questions: Ask questions until you understand your illness, treatments, necessary surgeries or procedures, the medicine you will take, and how to care for yourself at home.
• Double check: Help our staff provide safe care and a safe care environment. It’s OK to ask if they remembered to:
  – Confirm they are providing care to the correct patient.
  – Wash their hands.
  – Mark the site for your surgery or procedure.
  – Do everything they could to protect you from falling.

We want to know if you have concerns or don’t feel safe during your stay at OHSU. Please talk with your care givers or our patient advocates if you have concerns about the safety of your care. When we know about your concerns, we can help make the necessary changes.

Concerns, compliments and suggestions

Do you have concerns about your care or your safety while at OHSU? Please talk with us about your concerns, tell us your complaints and suggest ways we can improve. We will not force you to do something, discriminate against you, interrupt the services we are providing or punish you in some way just because you complain. If you are concerned or upset about your visit, we would like you to talk with the manager of the service before you leave. He or she often can solve the problem or clear up a misunderstanding. If you still have a concern after talking with the manager, please contact OHSU Patient Relations by phone, mail, fax or e-mail.

OHSU Patient Relations, OHSU Hospital
Mail code UHS-3, 3181 S.W. Sam Jackson Park Rd., Portland, OR 97239-3098
503 494-7959, Fax: 503 494-3495, E-mail: advocate@ohsu.edu
Additional information is available online at: www.ohsu.edu/advocate

If we still have not addressed your concern, the following resources are also available to assist you.

State of Oregon, Health Care Licensure and Certif. Section
800 N. Oregon Street, # 21, Suite 640, Portland, OR 97214
971 673-0540, Fax: 971 673-0456

State Quality Improvement Org., Acumentra Health
2020 SW Fourth Avenue, Suite 520, Portland, Oregon 97201
503 279-0100, Fax: 503 279-0190

Joint Commission on Accreditation of Healthcare Org. (JCAHO)
Office of Quality Monitoring
One Renaissance Boulevard, Oakbrook Terrace, IL 60181
800 994-6610, Fax: 630 792-5636, E-mail: complaint@jcaho.org

ROSE Award

OHSU’s ROSE Award is a simple way to show appreciation for special attention or care you received from an OHSU employee. Forms and drop boxes are available in many areas and online at www.ohsu.edu/volserv/rose.html. Employees proudly wear their ROSE awards on their I.D. badges.

Patient feedback survey

You may receive a Patient Feedback Survey in the mail. Please complete and return it to us so we can learn about your experience at OHSU. We would like to hear about what may have been a concern or what you were particularly pleased with during your visit to OHSU. You may also provide positive feedback about the care you received at OHSU to the organizations listed in the “Concerns, compliments and suggestions” section.

Notice of privacy practices

OHSU protects the privacy of its patients’ personal health information. If you would like a copy of the OHSU Notice of Privacy Practices, please ask for a copy at your next visit or call 503 494-8849.