

Patient rights, responsibilities and safety



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.

OHSU Patient Relations

Mail code: UHS-3
3181 S.W. Sam Jackson Park Rd.
Portland, Oregon 97239

503 494-7959
advocate@ohsu.edu
www.OHSUhealth.com

As an OHSU patient you have a right to:

- Individualized care that takes into account your comfort and dignity.
- Care that is delivered in a way that is free from abuse, discrimination or harassment based on age, race, color, ethnicity, national origin, culture, language, sex, sexual orientation, gender identity or expression, physical or mental disability, religion, socioeconomic status, marital status, military or reserve status, or any other status protected by law.
- Privacy, confidentiality of your personal health information and 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: the right to understand and agree to the care plan your provider recommends.
- Informed refusal: 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 safe and free from any form of abuse or neglect. You also have the right to ask for protection or help through 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.
- Tell us who plays a significant role in your life, and who you would like to visit you or your child in the hospital. This may include loved ones not legally related to you, such as a non-registered domestic partner, different-sex or same-sex significant other, foster parents, same-sex parents, step-parents, and others.
- Have family, friends and physicians promptly notified upon admission to the hospital.

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 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.

OHSU is committed to the prompt resolution of complaints and grievances. If you still have a concern after talking with the manager or wish to file a grievance, please contact OHSU Patient Relations department 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 Regulation and Quality Improvement

800 N.E. Oregon Street, Suite 305, Portland, OR 97232

971 673-0540, Fax: 971 673-0556

State Quality Improvement Org., Acumentra Health

2020 SW Fourth Avenue, Suite 520, Portland, Oregon 97201

503 279-0100, Fax: 503 279-0190

The Joint Commission (TJC)

Office of Quality Monitoring

One Renaissance Boulevard, Oakbrook Terrace, IL 60181

800 994-6610, Fax: 630 792-5636, E-mail: complaint@jcaho.org

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 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.