Welcome to OHSU Hospital
Welcome to OHSU and thank you for trusting us with your care. We are committed to providing you with the best health care in the safest, most comfortable environment possible. We value the opportunity to serve you and appreciate the confidence you have placed in us.

**CAMPUS PHONES**

<table>
<thead>
<tr>
<th>To dial out</th>
<th>9 + (area code) + (7-digit number)</th>
</tr>
</thead>
<tbody>
<tr>
<td>To dial on campus</td>
<td>Dial the last 5 digits of the number</td>
</tr>
</tbody>
</table>

**IMPORTANT PHONE NUMBERS (DIAL LAST 5 DIGITS FROM ROOM PHONE)**

<table>
<thead>
<tr>
<th></th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital operator</td>
<td>503-494-8311</td>
</tr>
<tr>
<td>Admitting</td>
<td>503-494-8927</td>
</tr>
<tr>
<td>Billing</td>
<td>503-494-8760</td>
</tr>
<tr>
<td>9th floor information desk</td>
<td>503-418-1818</td>
</tr>
<tr>
<td>Discharge planning / social work / care managers</td>
<td>503-494-2273</td>
</tr>
<tr>
<td>Gift shop</td>
<td>503-494-5761</td>
</tr>
<tr>
<td>Parking</td>
<td>503-494-8283</td>
</tr>
<tr>
<td>Patient Relations</td>
<td>503-494-7959</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>1-866-770-2666</td>
</tr>
<tr>
<td>Privacy practices information</td>
<td>503-494-8849</td>
</tr>
<tr>
<td>Public Safety / Lost and found</td>
<td>503-494-7744</td>
</tr>
<tr>
<td>Spiritual care</td>
<td>503-418-5398</td>
</tr>
</tbody>
</table>

OHSU provides free language services to patients, family members, personal representatives and caregivers. Please let your care team know if you would like to have an interpreter.

Special needs

Talk with your nurse if you have any special needs requirements or questions. Resources available include: closed-captioned television, sign language interpretation, volume-controlled telephones, free TTY phone number and Telecommunications Devices for the Deaf (TDD). OHSU supports the use of service animals. There are some areas where service animals are not allowed, such as in the ICU and cancer units.

For information about amenities and other features, please refer to “A Guide to Your Hospital Stay” found in your hospital room.
How will your care at OHSU be different?

As a health and science university, knowledge is the thread that weaves through all that we do, guiding us as we diagnose, treat and support your healing to see you safely home.

You will see medical students and residents — doctors who are furthering their education after they’ve received their medical degrees — at your bedside and involved in your care. You also may be asked if you would like to participate in a clinical trial. These are research studies that help OHSU doctors understand new treatments that have already been proven in the lab and are now considered safe to test. It is always your choice to participate in a clinical trial.

The key to new and better treatments

In laboratories at OHSU, researchers are making promising discoveries that add to our knowledge about prevention, detection and treatment of disease. Often the final and most important step of research is to apply what has been learned in the laboratory to clinical trials, the final proving grounds for almost every new drug, surgical technique and preventive strategy developed at OHSU. These trials would not be possible without the thousands of people who volunteer for them each year.

Why do people participate? For some it is a search for a cure when standard therapies have failed to treat their disease. For others it is a desire to help those who will receive a similar diagnosis in the future.

All clinical studies have guidelines about who can participate based on factors such as age, gender, health and previous treatment history. Some studies need volunteers with illnesses or specific conditions, while others need healthy participants. All volunteers are involved in the process called informed consent, which means they have access to key information about the study and are able to opt out of the trial at any time.

About OHSU

OHSU is Oregon’s only teaching hospital and conducts more research on human and environmental health than anywhere else in the state. As a result, we provide a different kind of care. Being an academic health center means that every member of your health care team is dedicated to providing you care that is built on a foundation of innovation, education and clinical expertise.

In addition to the work we do on our campuses, OHSU promotes health in the community. We offer screenings and wellness clinics; partner with other hospitals and clinics in our own neighborhoods and around the state; and provide care to those who are underserved. We also work to educate the doctors and nurses who will care for us all in the years to come.
Your hospital stay

Your healthcare team

We know that being a patient in a hospital can be an overwhelming experience, so we’ll do everything we can to make you comfortable and get you back on the road to good health.

To best serve you, a team of highly trained medical professionals will work together to create your treatment plan. Depending on your needs, your team may be large or small. But, they all have one focus in mind — your health.

All members of your team will:

- Introduce themselves when they enter your room.
- Let you know what their role is in your care.
- Wear an OHSU identification badge.
- Clearly explain your care and what to expect from your team.
Communicating with your team

Good communication is critical to ensure we provide the best care possible. Please ask questions and tell us about any special needs you may have so that we can help you recover as quickly as possible.

Family spokesperson

We recommend that you designate a trusted relative or friend as your family spokesperson — a person who can help with communications and keep other family and friends informed while you're in the hospital.

Healthcare agent or proxy

Tell us who you would want to speak for you in the event you are unable to speak for yourself. This may include loved ones not legally related to you, such as a non-registered domestic partner, significant other or foster parent.

Bedside reporting

When your nurse is about to go off duty and transition your care to a new nurse, they will meet at your bedside to talk about your care before a shift change. This gives you a chance to meet the nurse taking over your care, ask questions and share important information. During a bedside report, the nurses will:

- Introduce your new nurse to you and anyone with you.
- Talk with you about your health.
- Check the medicines you are taking.
- Ask what could have gone better during the last shift.
- Answer any questions you may have.

Bedside reporting gives you and your family the chance to be more involved in your care.

Patient and family rounding

In addition to bedside reporting, on some units in the hospital, the care team performs rounds. Rounds are a structured time for doctors, nurses and representatives from other departments to discuss your health, results from labs and procedures, goals for the day and recommendations for next steps. The care team generally gathers in front of your room with a computer to discuss your health and care plan. You and your family spokesperson are encouraged to participate in rounds. Your questions and input help the team make the best decisions for you.

Bedside Reporting Tips

- Decide which family members or visitors should be present with you during the meeting. We want to protect your privacy and will only talk about your health with others when you say it is okay.
- Think about any concerns and questions you have and write them down. This is the perfect time to speak up.
- Let us know if something is confusing. If the nurses use any words or share information that you don’t understand, ask them to explain it.

Medications in the hospital

The proper use of medications is important for your health and safety. The key is communication.

- ALLERGIES AND REACTIONS
  - Make sure your healthcare team knows any allergies or side-effects you have had to any medications in the past, including reactions to anesthesia, foods, latex products or other environmental allergens.

- MEDICATIONS BEFORE YOUR HOSPITAL STAY
  - Tell your healthcare providers about all prescription and over-the-counter medicines, herbal vitamin supplements, natural remedies and recreational drugs that you were taking before you came to the hospital. It may be helpful to keep a list of these with you at all times.

- MEDICINE FROM HOME
  - While you are in the hospital, DO NOT take any of your medications from home unless those medications AND the correct dose have been approved by your doctor. Make sure to tell your nurse if you do take your own medication.

- HOSPITAL MEDICATION
  - Don’t be afraid to ask questions regarding your medications, especially during your hospital stay. It is important that you and your caregiver know details regarding your medication plan. You should always ask:
    - What is the name of the medication?
    - Why do I need to take it?
    - How much should I take and at what times?
    - What are the possible side effects?
Pain management
If you are in pain, let us know. While it may not always be possible to take away all of your pain, we will do all we can to treat your pain safely.

If you are experiencing pain:
- Alert your doctor, nurse or nurse manager.
- Show us where on your body you are experiencing pain.
- Use the rating scale of 0 to 10 to let us know how bad the pain is.

Understanding Advance Directives
You have the right to make decisions about your own medical treatment. We encourage you to express your wishes to your doctors and loved ones. Putting your wishes in writing is a good way to do that.

We will ask you if you have an Advance Directive or Physician Orders for Life-Saving Treatment (POLST). It is not required that you have one, but we want to be sure you have an opportunity to complete one. If you are interested in more information about an Advance Directive or POLST, a patient advocate is available to provide an explanation.

You also can go online to learn more at www.oregonhealthdecisions.org.

Online medical records
If you already have a MyChart account, you can securely access your OHSU medical record whenever you want and wherever you are. MyChart, a tool we provide just for patients, gives you easy online access. You can log on to connect with your OHSU health care team, request an appointment, check lab results, pay your bill or view your medical records. If you would like to sign up for MyChart, you will receive more information upon discharge.

Keeping your family doctor informed
Regardless of where your family doctor practices, he or she is a part of your health care team. We offer doctors around the state access to view their patients’ up-to-date health care information through an online service called OHSU Connect. OHSU Connect allows for secure conversations with OHSU medical staff so your doctor can continue to be a part of your health care team while you are here at OHSU.

We value your feedback
Our goal is to provide you with outstanding service and high-quality medical care. You may receive a survey asking about the care you received at OHSU. This is your opportunity to tell us what we did well, and where we could use some improvement. We hope that you will take a few moments to provide us your feedback.

Do you want to recognize someone for exceptional care? You can nominate them for OHSU’s highest level of employee recognition — the Golden Rose Award. Just ask any member of your health care team for a form or go to www.ohsuhealth.com/goldenrose.
Your safety

Speak up
Talk to your care team about all questions or worries you have. Ask them what they are doing to protect you.

• If you have a urinary catheter or IV tube, ask each day if it is needed.
• If you are scheduled for surgery, ask what you can do to prepare for surgery to lower your risk of infection.

Hand hygiene
Proper hand hygiene is the single most important way to prevent the spread of infection. It is important for you and your visitors to practice good hand hygiene while you are in the hospital. Ask everyone who enters the room, including care providers, to wash their hands with soap and water or to clean their hands with hand sanitizer.

Signs and symptoms of infection
Some infections appear as redness, pain, swelling or drainage at an IV catheter site or surgery site. Often these symptoms come with a fever. Tell your care team if you have these symptoms.

One type of infection, Clostridium difficile, can cause diarrhea. Tell your care team if you have diarrhea 3 or more times in 24 hours, especially if you have been taking an antibiotic.

Help prevent infections

Healthcare-associated infections (HAIs) are infections that patients can get while in the hospital. HAIs can be caused by germs that live on objects and the skin. They can enter the body through an IV tube (small tube put into a vein), urinary catheter, intestinal tract or surgical site. HAIs can be serious and prolong your hospital stay. The good news is that most HAIs are preventable. Ask your care team about your risks and how you can partner with them to prevent these infections.

HOW TO PRACTICE GOOD HAND HYGIENE

Wash hands with soap and water for 15 seconds or use the hospital’s hand sanitizer.

Make sure you and your visitors clean your hands often; remind care providers to clean their hands, too.

Always clean your hands:

Before eating.
After using the bathroom.
After blowing your nose, coughing or sneezing.
Whenever your hands look dirty.

Patient identification

Your healthcare team may ask you your name and birth date each time they interact with you. This is for your safety. We are ensuring that we are providing the right treatment to the right patient. In addition to asking your name and birth date, we will check your wristband before you receive any medications, treatments or tests.

Call, don’t fall

We want to do everything we can to help you on your road to recovery. That includes preventing falls. If you need to get out of bed, please call, don’t fall. You are never an inconvenience to our team.

Reporting safety concerns or injuries

If you or any of your family members or visitors have a safety concern, call your nurse immediately. If the concern is not resolved to your satisfaction, please ask to speak with the unit manager. You can also notify Patient Relations at 503-494-7959.

Rapid Response Safety Team

If you or your family member notices a sudden change in your condition or behavior, ask your nurse to check on you right away. If you do not feel the nurse or doctor is responding to your concerns, call 503-494-7777 to reach the Family Initiated Rapid Response Safety Team. The operator will ask for your name, and the response team will be called immediately.
**Cell phones**
For patient safety, cell phones and other radio-transmitting devices may not be used within 3 feet of any medical equipment. Signals from these devices can interfere with patient care equipment, potentially putting patients in danger.

**Electrical equipment and devices**
Your nurse must seek approval for any electronic devices or electrical equipment of any kind (games, computers, hair dryers, razors or medical equipment such as nursing pumps or sleep apnea devices) that you would like to use during your stay. Heat-producing devices (such as heating pads and space heaters) are strictly prohibited in the hospital.

**No weapons at OHSU**
The possession or use of weapons anywhere on OHSU property is prohibited.
Your visitors

Hours for visiting
There are no specific hours for visitation in our hospitals. However, only a limited number of loved ones may visit a patient in OHSU surgical preoperative areas, intensive care and oncology (cancer) units because of the level of care and activity. We respect your choice as to who your visitors will be.

Flowers
To control infection, flowers are not allowed in any of OHSU’s intensive care or cancer units. Flowers may be sent to all other units.

Tobacco-free campus
OHSU is tobacco-free, indoors and outdoors. If your visitors smoke, we provide free nicotine lozenges to help manage cravings at the OHSU Hospital Information Desk, 9th floor lobby. We recognize that nicotine is a powerful addiction. If you use tobacco, OHSU is committed to support you in quitting or in managing your cravings by providing medication during your stay with us.

Belongings
Please be sure that you and your visitors keep cell phones, computers and belongings where you need them. Some units may have special considerations as to what may or may not be brought onto the unit for infection control or safety reasons. Please check with your nurse.

Pet policy
Official therapy dogs are arranged by Volunteer Services. Personal service animals are permitted to accompany and assist their handlers while the handlers are at OHSU. If the handler is admitted to the hospital, somebody other than the patient needs to care for and supervise the service animal. No other animals other than personal service animals or official therapy dogs are allowed in patient care and/or common areas. Disruptive or poorly groomed animals may be excluded from OHSU.

Overnight visits
Some patient areas have couches in the room for sleeping that accommodate one person. Semi-private rooms usually cannot accommodate overnight visitors. Unique situations should be discussed with staff.

Lodging
Many off-site hotel lodging options are available for families who come to OHSU from out of town. Some of them offer OHSU patients a discounted rate, so please ask for the most up-to-date rate when checking on availability or making your reservation. You may pick up a hotel list from any of the hospital concierge desks.

Parking / valets
Valet parking is available at the Kohler Pavilion, Physicians Pavilion and at the ER. Visitors of OHSU patients park for free. If you have questions about parking call 503-494-8983.

Photo and video policy
Patients (or their legal representatives) must give consent before being photographed or recorded by visitors. Please note, we may limit filming and recording if it interferes with treatment or takes place in a security-sensitive area.

Tips for visitors

Friends and family can play a vital role in a patient’s recovery. Here are some tips for a successful visit:

Stay home if you are not feeling well. A phone call is much better than a contagious illness.

Make sure visitors under 18 are accompanied by an adult.

Keep voices low. Rest promotes healing and recovery.

Avoid touching any tubes, dressings or medical equipment.

Concierge services
503-418-1818
Questions?
Need directions?
Our hospital concierge staff is here to help. Stop by any of our concierge desks and we can assist you with:

- Hospital information
- Directions to get around campus
- Tram passes for patients and their families
- Advice for visitors about where to dine, shop or find a hotel

Just contact us at 503-418-1818 or visit any of our concierge desk locations:

- OHSU Hospital 9th floor lobby 5 A.M. – 9 P.M.
- OHSU Hospital surgery waiting room 7 A.M. – 9 P.M.
- Kohler Pavilion Tram entrance, 9th floor 8 A.M. – 3:30 P.M.
- Doernbecher Children’s Hospital lobby
## Financial assistance

**503-494-1671**

Request for financial assistance may be made at any point before, during, or after your stay. For questions about financial assistance, call 503-494-1671 or go to www.ohsu.edu/financial-assistance.

## Social workers and care managers

**503-494-2273**

OHSU’s Care Management Team is dedicated to supporting you and your family throughout your hospital stay. Specially trained nurse case managers will coordinate your plan of care during your hospitalization, and social workers are available to help you and your family cope with the wide range of challenges related to illness, including:

- Assessing your living situation and identifying any needs you may have.
- Arranging care conferences between you, your family and your medical team.
- Coordinating your health insurance benefits.
- Ensuring resources are being used in the most effective way.
- Planning for when you leave the hospital.

## Patient Relations

**503-494-7959**

If you have concerns about your care or service please talk with someone on your care team. If you feel they cannot help you, or you wish to file a grievance, please contact our Patient Relations department for support in resolving your concerns. At your request a patient advocate can visit you in your hospital room. Call, email advocate@ohsu.edu or visit www.ohsuhealth.com/advocate for more information.

## Pharmacy

**1-866-770-2666**

OHSU has many convenient pharmacy locations as well as online ordering for prescription mailing service (www.ohsuhealth.com/pharmacy). OHSU Pharmacy locations:

- Physicians Pavilion
- Casey Eye Institute
- Doernbecher Children’s Hospital
- Center for Health & Healing at the South Waterfront
- Family Medicine at Gabriel Park
- OHSU Beaverton Clinics

## Spiritual care

**503-418-5398**

A team of interfaith chaplains is available to patients and families for spiritual guidance, prayer, emotional support and comfort. Chaplains are available Monday through Friday from 9 a.m. to 5 p.m., and on an emergency basis on weekends and evenings. To contact a chaplain, ask your nurse or call 503-418-5398.

## Volunteer services

Volunteers are dedicated to positively impacting our patients’ and families’ experience by providing companionship, comfort and non-medical support. You may request a visit from a volunteer by speaking with your nurse.
Your rights

**Patient privacy**
Your medical information is confidential. Under the federal Health Insurance Portability Accountability Act, or HIPAA, you have the right to:

- Inspect and receive a copy of your medical information
- Request changes to incorrect information about you
- Request a restriction on how we use or share your information
- File a complaint about our privacy practices

OHSU’s Notice of Privacy Practices can be found in Appendix A of this guide.

**Your rights and responsibilities**
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 several rights, including the right to respect, privacy and dignity. As an OHSU patient, you and your visitors also have responsibilities, such as the responsibility to be considerate and respectful of others.

A full list of your rights and responsibilities can be found in Appendix B of this guide.

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**Inclusive patient care and communication**
OHSU complies with applicable state and federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability or sex. For more information, please see Appendix C.

**Tissue Sample Donation**
Tissue donations help researchers develop new and better medical treatments. They can come from common medical procedures and include materials from your body such as skin, blood and other bodily fluids. You have the choice to allow OHSU to use your excess tissue samples for medical research. For more information, go to www.ohsu.edu/biolibrary/patient. You can decline tissue donation by electronically signing or filling out the form in Appendix D and returning it to the admitting desk.

**Right to Decline HIV Test**
If an OHSU Healthcare workforce member has an exposure to a patient's blood and/or bodily fluid that has the potential for transmitting the human immunodeficiency virus (HIV) or Hepatitis B or C, OHSU may obtain and/or test the patient's blood for HIV and Hepatitis B and C. The patient may opt out of such testing by completing an opt out form that can be obtained from the provider or by calling Patient Access Services at 503-494-8927. If the patient opts out of such testing, consent will be obtained from the patient or, if the patient is unable to consent, the patient's next of kin.
Going home

When your health care team determines you're ready, you will be authorized to be sent home from the hospital, or discharged. It takes time to coordinate all the things that need to happen for you to go home. You may hear early in the day that you are going home, but it still may be several hours before all the work is done to make that happen.

Once you have been approved for discharge your nurse will go over instructions with you. We want to make sure you have all the help and resources you need when you get home. Feel free to use this checklist of things that should be covered before you leave the hospital:

### HOW TO TAKE CARE OF YOURSELF AS YOU RECOVER

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I take care of any wounds, cuts or incisions?</td>
<td></td>
</tr>
<tr>
<td>What foods or drinks should I avoid? For how long?</td>
<td></td>
</tr>
<tr>
<td>Are there any activities I should not do like driving, sex, heavy lifting, or climbing stairs? For how long?</td>
<td></td>
</tr>
<tr>
<td>What exercises are good for me? When and how often should I do them?</td>
<td></td>
</tr>
<tr>
<td>What do I need to do to make my home safer?</td>
<td></td>
</tr>
</tbody>
</table>

### PAIN MANAGEMENT

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long should I expect to have pain?</td>
<td></td>
</tr>
<tr>
<td>Can I use over-the-counter medications, such as acetaminophen (Tylenol) or ibuprofen (Motrin, Aleve)?</td>
<td></td>
</tr>
<tr>
<td>What other things can I do to help control my pain (ice, rest, elevate, good sleep, meditation and relaxation, aquatic exercise, yoga, tai-chi, physical therapy, massage therapy, acupuncture, cognitive behavioral therapy, etc.)?</td>
<td></td>
</tr>
<tr>
<td>Who do I call if my pain is not controlled, getting worse or I am having side effects from the pain treatment?</td>
<td></td>
</tr>
</tbody>
</table>

### MEDICATIONS

| What medicine(s) do I need to take when I leave the hospital? Do I take the same medicines that I took before I went into the hospital? | | |
|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| For each medication:                                                                                                          |                                                                        |
| What is the name of this medicine? Is this the generic or brand name?                                                          |                                                                        |
| Why do I take this medicine?                                                                                                   |                                                                        |
| When and how do I take this medicine?                                                                                           |                                                                        |
| How much do I take?                                                                                                            |                                                                        |
| What does this medicine look like?                                                                                              |                                                                        |
| What are potential side effects of this medicine? What problems do I need to look out for?                                    |                                                                        |
| Will this medicine interfere with other medicines, foods, vitamins, or other herbal supplements I take?                          |                                                                        |
| Where and how do I get this medicine?                                                                                           |                                                                        |
| What medicines can I take for pain? Upset stomach? Headaches? Allergies?                                                       |                                                                        |

Only use opioid pain medicines for severe pain. They should be reserved for pain that makes it hard for you to sleep or when other methods have failed.
If you have any questions about your discharge, please call 503-494-2273 to speak with Care Management.
For example, we may need to give your health plan information about surgery you received at OHSU so your health plan will pay for or reimburse you for the surgery.

c. For Health Care Operations. We may use and disclose your health information in order to run the necessary administrative, educational, quality assurance and business functions at OHSU.

For example, we may use your health information to evaluate the performance of our staff in caring for you. We may also use health information about patients to help decide what additional services we should offer, how we can improve efficiency, or whether certain treatments are effective. Or we may give health information to doctors, nurses, technicians, or health profession students for review, analysis and other teaching and learning purposes.

2. Fundraising Activities. As a part of OHSU’s healthcare operations, we may use and disclose a limited amount of your health information internally, or to the OHSU Foundation (collectively, “Foundations”) to allow them to contact you to raise money for OHSU. The health information released for these fundraising purposes can include your name, address, other contact information, gender, age, date of birth, dates on which you received service, health insurance status, the outcome of your treatment at OHSU and your treating physician’s name and department at OHSU. Any fundraising communications you receive from OHSU or its Foundations will include information on how you can elect not to receive any further fundraising communications from OHSU.

3. Uses and Disclosures You Can Limit.

a. Hospital Directory. Unless you notify us that you object, we may include certain information about you in the hospital directory in order to respond to inquiries from friends, family, clergy and others who inquire about you when you are a patient in the hospital. Specifically, your name, location in the hospital and your general condition (e.g., good, fair, serious, critical) may be released to people who ask for you by name. In addition, your religious affiliation may be given to a member of the clergy, such as a priest or rabbi, even if they don’t ask for you by name.

b. Family and Friends. Unless you notify us that you object, we may provide your health information to individuals, such as family and friends, who are involved in your care or who help pay for your care. We may do this if you tell us we can do so, or if you know we are sharing your health information with these people and you don’t stop us from doing so. There may also be circumstances when we can assume, based on our professional judgment, that you would not object. For example, we may assume you agree to our disclosure of your information to your spouse if your spouse comes with you into the exam room during treatment.

Also, if you are not able to approve or object to disclosures, we may make disclosures to a particular individual (such as a family member or friend), that we feel are in your best interest and that relate to that person’s involvement in your care. For example, we may tell someone who comes with you to the emergency room that you suffered a heart attack and provide updates on your condition. We may also make similar professional judgments about your best interests that allow another person to pick up such things as prescribed medications, medical supplies and X-rays.

C. Other permitted uses and disclosures of health care information.

We may use or disclose your health information without your permission in the following circumstances, subject to all applicable legal requirements and limitations:

1. Required By Law. As required by federal, state, or local law.

2. Public Health Activities. For public health reasons in order to prevent or control disease, injury or disability; or to report births, deaths, suspected abuse or neglect, non-accidental physical injuries, reactions to medications, school immunizations under certain circumstances or problems with products.

3. Victims of Abuse, Neglect or Domestic Violence. To a government authority authorized by law to receive reports of abuse, neglect or domestic violence when we reasonably believe you are the victim of abuse, neglect or domestic violence and other criteria are met.

4. Health Oversight Activities. To a health oversight agency for audits, investigations, inspections, licensing purposes, or as necessary for certain government agencies to monitor the health care system, government programs, and compliance with civil rights laws.

5. Lawsuits and Disputes. In response to a subpoena, discovery request or a court or administrative order, if certain criteria are met.

6. Law Enforcement. To a law enforcement official for law enforcement purposes as required by law; in response to a court order, subpoena, warrant, summons or similar process; for identification and location purposes if requested; to respond to a request for information on an actual or suspected crime victim; to report a crime in an emergency; to report a crime on OHSU premises; or to report a death if the death is suspected to be the result of criminal conduct.

7. Coroners, Medical Examiners and Funeral Directors. To a coroner or medical examiner, (as necessary, for example, to identify a deceased person or determine the cause of death) or to a funeral director, as necessary to allow him/her to carry out her/his activities.

8. Organ and Tissue Donation. To organizations that handle organ procurement or organ, eye or tissue transplantation, or to an organ donation bank, as necessary to facilitate a donation and transplantation.

9. Research. For research purposes under certain limited circumstances. Research projects are subject to a special approval process. Therefore, we will not use or disclose your health information for research purposes until the particular research project, for which your health information may be used or disclosed, has been approved through this special approval process.

10. Serious Threat to Health or Safety; Disaster Relief. To appropriate individuals(organization) when necessary to (i) to prevent a serious threat to your health and safety or that of the public or another person, or (ii) to notify your family members or persons responsible for you in a disaster relief effort.

11. Military. To appropriate domestic or foreign military authority to assure proper execution of a military mission, if required criteria are met.

12. National Security; Intelligence Activities; Protective Service. To federal officials for intelligence, counterintelligence, and other national security activities authorized by law, including activities related to the protection of the President, other authorized persons or foreign heads of state, or related to the conduct of special investigations.

13. Inmates. To a correctional institution (if you are an inmate) or a law enforcement official (if you are in that person’s custody) as necessary to provide you with health care; (b) to protect you or others’ health and safety; or (c) for the safety and security of the correctional institution.

14. Workers’ Compensation. As necessary to comply with laws relating to workers’ compensation or similar work-related injury programs.

D. When written authorization is required.

Other than for those purposes identified above in Sections B and C, we will not use or disclose your health information for any purpose unless you give us your specific written authorization to do so. Special circumstances that require an authorization include most uses and disclosures of your psychotherapy notes, certain disclosures of your test results for the human immunodeficiency virus or HIV, uses and disclosures of your health information for marketing purposes that encourage you to purchase a product or service, and for sale of your health information in certain circumstances or problems with products.

E. Your rights regarding your health information.

You have certain rights regarding your health information which we list below. In each of these cases, if you want to exercise your rights, you must do so in writing by completing a form that you can obtain from the OHSU Information Privacy and Security Office, Mail Code ITG09, 3181 S.W. Sam Jackson Park Road, Portland, OR 97239, or on the Web at www.ohsu.edu/about/services/integrity/policies/privacy-information/hipaa-forms.cfm#results. In some cases, we may charge you for the costs of providing materials to you. You can get information about how to exercise your rights and about any costs that we may charge for materials by contacting the OHSU Information Privacy and Security Office at 503-494-0119.

1. Right to Inspect and Copy. With some exceptions, you have the right to inspect and copy a copy of the health information that we use to make decisions about your care. For the portion of your health record maintained in our electronic health record, you may request that we provide that information to or for you in an electronic format. If you make such a request, we are required to provide that information for you electronically (unless we deny your request for other reasons). We may deny your request to inspect and/or copy in certain limited circumstances, and if we do this, you may ask that the denial be reviewed.

2. Right to Amend. You have the right to amend your health information maintained by or for OHSU, or used by OHSU to make decisions about you. We will require that you provide a reason for the request, and we may deny your request for an amendment if the request is not properly submitted, or if it asks us to amend information that (a) we did not create (unless the source of the information is no longer available to make the amendment); (b) is not part of the health information that we keep; (c) is of a type that we would not be permitted to inspect and copy; or (d) is already accurate and complete.

3. Right to an Accounting of Disclosures. You have the right to request and receive a list and description of certain disclosures by OHSU of your health information.

4. Right to Request Restrictions. You have the right to request a restriction or limitation on the use or disclosure of your health information. You have the right to request that we not use or disclose your health information about you (a) for treatment, payment, or health care operations, (b) to someone who is involved in your care or the payment for it, such as a family member or friend, or (c) to a health plan for payment or health care operations purposes when the item or service for which OHSU has been paid out of pocket in full by you or someone on your behalf (other than the health plan). For example, you could ask that we not use or disclose information about a surgery you had, a laboratory test ordered or a medical device prescribed for your care. Except for the request noted in 4(a) above, we are not required to agree to your request. Any time OHSU agrees to such a restriction, it must be in writing and signed by the OHSU Privacy Officer or his/her designee.
This Notice tells you how we may use and share health information you may file a complaint with OHSU or with the Secretary of the
this Notice electronically.
right to request that we communicate with you about health matters
in a certain way or at a certain place. OHSU will accommodate
reasonable requests. For example, you can ask that we only
receive the Notice electronically.
right to be notified of a Breach. You have the right to be notified
involvement of specific healthcare or service personnel in their care
informed consent: the right to understand and agree to the care
plan your provider recommends.
right to request that we communicate with you about health matters
right to request that we communicate with you about health matters
right to request that we communicate with you about health matters
volume 2, number 1

APPENDIX B
Patient Rights, Responsibilities and Safety

“OHSU is committed to an inclusive culture that is safe and creates a respectful and healthy environment for all.”
—Joseph E. Robertson, Jr., M.D., M.B.A.
OHSU President (2005-2018)
December 22, 2016
OHSU is committed to being a safe, respectful and welcoming place
for people of all ages, cultures, abilities, ethnicities, genders, national origins, races, colors, religions, sexual orientations and ideas. All are
welcome. OHSU will not discriminate against you.
For this reason, OHSU will not honor patient requests to refuse involvement of specific healthcare or service personnel in their care
based on race, ethnicity or creed. We are committed to providing care to all of our patients and to protecting our employees from
bias or bigotry.
As an OHSU patient you have a right to:
• 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 and expression, physical or mental disability, religion, socioeconomic status, marital status, military or reserve status, or any other status protected by law.
• Individualized care that takes into account your comfort and dignity.
• Assistance with communication, including free language services.
• 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 have 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.
• Opt out of being included in the directory for emergency room and admitted patients by notifying Patient Access Services at 503-494-8572. Unless you notify us that you object, we may include certain information about you in the hospital directory in order to respond to inquiries from friends, family, clergy and others who inquire about you when you are either admitted to the hospital or being seen in our emergency room. Specifically, your name, location in the hospital and your general condition (e.g., good, fair, serious, critical) may be released to people who ask for you by name. In addition, your religious affiliation may be given to a member of the clergy, such as a priest or rabbi with official OHSU Volunteer status even if they don’t ask for you by name.
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 considerate and respectful of people who are helping or caring for you. They are chosen for their skill and ability, and would never be reassigned for reasons of race, ethnicity or other characteristics unrelated to their professional or service role.
• Refrain from using discriminatory, profane, derogatory or threatening language or behavior.
• Be thoughtful of other patients and visitors in order to maintain a healing environment.
• 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.
Please talk with your care giver or our patient advocate if you have concerns about the safety of your care. When we know about your
concerns, we can help make the necessary changes.

Revisions to this notice.
We have the right to change this Notice and to make the revised or changed Notice effective for health information we already have about
you, as well as any information we receive in the future. Except when required by law, a material change to any term of the Notice may not
be implemented prior to the effective date of the Notice in which the material change is reflected. OHSU will post the revised Notice at
OHSU clinical locations and on its website and provide you a copy of the revised notice upon your request.

Questions or complaints.
If you have any questions about this Notice, please contact OHSU (503) 494-8311. If you believe your privacy rights have been violated, you may file a complaint with OHSU or with the Secretary of the Department of Health and Human Services. To file a complaint with OHSU, contact OHSU at 503-494-8311. You will not be penalized for filing a complaint.

This Notice tells you how we may use and share health information about you. If you would like a copy of this Notice, please ask your health care provider.
Concerns and suggestions
Please talk with us if you have 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 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, fax, mail or e-mail.

OHSU Patient Relations
OHSU Hospital
Mail code UHS-3
3181 S.W. Sam Jackson Park Rd.
Portland, OR 97239-3098
Phone: 503-494-7959, Fax: 503-494-3495, E-mail: advocate@ohsu.edu

Additional information is available online at:
www.ohsu.edu/advocate
www.jointcommission.org/report_a_complaint.aspx
www.dnvglhealthcare.com/patient-complaint-report

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

Oregon Health Authority
Health Care Regulation and Quality Improvement
800 N.E. Oregon St., Ste. 465
Portland, OR 97232
Phone: 971-673-0540, Fax: 971-673-0556, E-mail: mailbox.hclc@state.or.us

State Quality Improvement Org.
Acumenra Health
400 Techne Center Drive, Suite 100
Milford, OH 45150
Phone: 866-496-9647, Fax: 503-279-0190

OHSU complies with applicable state and federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of:
- Race
- Color
- Disability or
- Age
- National origin
- Sex
- Language

We are happy to help you with communication aids and language access
OHSU provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:
- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats and other formats)
OHSU also provides free language services to people whose primary language is not English, such as:
- Qualified interpreters
- Information written in other languages

If you need these services, contact your care provider’s office. They will make the language services arrangements for you. OHSU offers free language services in over 120 languages.

We are here to help you with your concerns
If you believe that OHSU has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance in writing to the Patient Advocate at the Patient Relations Office, 3181 S.W. Sam Jackson Park Road, Mail Code: UHS-3, Portland OR 97239, Phone: 503-494-7959, Fax: 503-494-3495, Email: advocate@ohsu.edu. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Patient Advocate is available to help you.


Language services notification: Translations for most-spoken languages in Oregon

Language assistance services (in person, live over the phone or live video) are available to you free of charge upon request. Please let your provider’s office staff know that you need language services for your visit.

English
If you speak [insert language], language assistance services, free of charge, are available to you. Call your care provider’s office and they are happy to make the language services arrangements for you.

Español (Spanish)
Si usted habla español, contamos con servicios de asistencia de idiomas, sin costo, disponibles para usted. Si necesita estos servicios, comuníquese al consultorio de su proveedor de atención médica. Ellos gustosamente coordinarán los servicios de idiomas para usted.

Tiếng Việt (Vietnamese)
Nếu bạn nói tiếng Việt, dịch vụ hỗ trợ ngôn ngữ, miễn phí, có sẵn dành cho bạn. Bạn có thể liên hệ với bác sĩ của mình để được hỗ trợ.

中文 (Chinese-Simplified)
如果您说中文，可为您提供免费的语言援助服务。如果您需要这些服务，请联系您保健服务提供者的办公室。他们将乐意为您安排语言服务。

Русский (Russian)
Если вы говорите на русском языке, вам могут предоставить бесплатные услуги переводчика. Если вам требуется такая услуга, обратитесь в офис вашего поставщика медицинских услуг.

乌克兰语 (Ukrainian)
Якщо ви розмовляєте українською мовою, послуги мовної допомоги доступні для вас безкоштовно. Якщо вам потрібно цю послугу, зв’яжіться з офісом вашого поставщика послуг. Вони будуть раді надати вам послуги мовної допомоги.

APPENDIX C
Inclusive patient care and communication

OHSU is committed to providing inclusive patient care
OHSU provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:
- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats and other formats)
OHSU also provides free language services to people whose primary language is not English, such as:
- Qualified interpreters
- Information written in other languages

If you need these services, contact your care provider’s office. They will make the language services arrangements for you. OHSU offers free language services in over 120 languages.

We are here to help you with your concerns
If you believe that OHSU has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance in writing to the Patient Advocate at the Patient Relations Office, 3181 S.W. Sam Jackson Park Road, Mail Code: UHS-3, Portland OR 97239, Phone: 503-494-7959, Fax: 503-494-3495, Email: advocate@ohsu.edu. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Patient Advocate is available to help you.

APPENDIX D
Notice Of Your Right To Decline Future Sample Research, Including Anonymous Or Coded Genetic Research

OHSU collects, stores, and distributes human biological samples (such as tissue, blood, or body fluids) and associated health information, including genetic information, for use in future research projects.

Gathering and storing many human biological samples and associated health information together can help future researchers by having more samples available, having samples ready to go, and avoiding the need to re-collect samples and information from participants. Research with the stored samples and information can help us understand more about how the human body works, develop new tests to diagnose diseases, find new ways to treat and prevent diseases, or develop new products, such as drugs.

Donation of unused samples

“You,” “your” or “it” refers to either to you or to the person for whom you are making healthcare decisions. If you consent to a treatment or procedure as part of your healthcare at OHSU, there may be extra biological samples, you can authorize OHSU to store those extra biological samples and any associated health information indefinitely for use in future research.

By allowing the storage of your biological samples, you are also permitting the use of your biological samples for research, and use of your biological samples and health information for use in future research. There may or may not be biological samples left over after the treatment or procedure. If there are extra biological samples, you can authorize OHSU to store those extra biological samples and any associated health information indefinitely for use in future research.

About research at OHSU and genetic research rights
The federal government has laws to ensure that research conducted at institutions like OHSU is safe and ethical. Consistent with these laws, OHSU has an Institutional Review Board that reviews research before it begins to make sure those requirements are met. Research at OHSU involve genetic research. The State of Oregon has laws to protect the genetic privacy of individuals. These laws give you the right to refuse to have your biological samples or health information used for genetic research. In addition, you can also choose to not allow use of your extra biological samples for any research. The choice is yours. Your decision will not affect the care you receive from your health care provider or OHSU, or your health insurance coverage, and there will be no penalty or loss of any benefits to which you are otherwise entitled.

How to participate
If you agree to allow your biological samples to be stored and used for research, and your biological samples and health information to be used for anonymous and coded genetic research, you do not have to do anything else. We will consider this to be your decision to donate your biological samples to OHSU and to allow future research using your biological samples and allowing anonymous or coded genetic research using your biological samples and health information without further notice to you.
If you don’t want to participate

If you do not want to have your biological samples stored and used for future research, or your biological samples and health information used for anonymous and coded genetic research, you must tell OHSU by completing this form and:

- Giving it to your OHSU health care provider; or
- Mailing it to:
  Health Information Services
  3181 SW Sam Jackson Park Rd.
  Mail Code OP-17A
  Portland, OR 97239-3098

If you decide not to participate, your decision becomes effective on the date OHSU receives this form.

No matter what you decide now, you can always change your mind later. If you change your mind, complete this form and mail it to the above address at any time. If you change your mind, that decision will apply only to biological samples and health information collected after OHSU receives this completed form.

If you have questions or want more information about anything in this notice, please read our educational brochure “Why Sample Donations Matter: What You Need to Know,” call the OHSU Research Integrity Office at 503-494-7887 or visit us online at www.ohsu.edu/xd/research/about/integrity.

By checking the box and signing below, I am not allowing or I am limiting the use of my biological samples or health information for research, as follows:

- [ ] I do not want my extra biological samples stored and used for future research.
- [ ] I do not want my biological samples and health information to be used for anonymous or coded genetic research.

Printed Name of Patient

Printed Name of Legally Authorized Representative (if applicable)

Signature of Patient or Legally Authorized Representative  Date (required)  Time (required)