

PATIENT RIGHTS & RESPONSIBILITIES

As a natural outgrowth of our organization values and mission, the governing body, medical staff, and the employees of the Center for Specialty Surgery jointly affirm and recognize the following rights and responsibilities of patients:

- In recognition of their human dignity, all patients have the right to courteous treatment and impartial access to quality medical care and be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Patients have the right to exercise their rights without being subjected to discrimination or reprisal.
- All patients have the right to be informed of alternative treatments and to choose among the alternatives, including the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their actions. Patients can exercise their right to voice grievances regarding treatment or care that is (or fails to be) furnished. All patients are responsible for their own actions if they refuse treatment or do not follow the doctor's recommendations.
- All patients have the right to receive the policy on advance directives, living wills in the facility and be given information upon request. Patient responsibility is to understand the surgery center's non-participation in advanced directives; we will send patients to a higher level of care to make these decisions.
- All patients have the right to every consideration of personal and appropriate privacy concerning their medical care at check-in, treatment areas to receive this care in a safe setting and be free from all forms of abuse or harassment. Patients are responsible for being considerate of the privacy of other patients.
- All patients are assured confidential treatment of their medical record by state and federal law. These statutes and regulations control the release of information contained in your medical record.
- All patients have the right to continuity of care and transfers as necessary.
- All patients have the right to examine and receive an explanation of their bill, regardless of the source of payment. Patients have the responsibility to provide information necessary for claim processing and to be prompt in payment of their bills.
- All patients have the right to know the rules and regulations that apply to patient care and conduct and are responsible for following those rules and regulations.

- All patients have a right to receive an explanation of their treatment program and to ask for further clarification if the course of treatment is not understood. Patients have the responsibility to cooperate in their treatment program and to provide accurate/complete information related to their health, reporting perceived risks in their care and for reporting unexpected changes in their health. The patient and family are responsible for asking questions when they do not understand what a staff member has told them about the patients care or expectations of what they are to do. Also, the right to have interpretation services when requested or needed will be provided.
- All patients have the right to address a grievance or report complaints (see below contact information)

If you have a question or concern:

The governing body and employees of Center for Specialty Surgery seek to treat our patients with fairness and concern, recognizing their needs and satisfying them to the extent possible. If you believe, at any time, our staff has not met these care statements during your stay here, please ask to speak to the Director of the facility or the Nursing Manager. We will make every attempt to understand your complaint/concern. We will correct the issue if it is within our control, and you will receive a written response.

Center Director:	Tina Caster	Licensing:
Nurse Manager:	Joe Martinez, RN	Office of Community Health Care Licensing & Certification
Address:	11782 SW Barnes Rd #200 Portland, OR 97225	800 NE Oregon St #305 Portland, OR 97232
Phone:	(503)-906-4300	Call: (971)673-0540
Email:	tina.caster@providence.org	

Office of Medicare
Beneficiary Ombudsman:
Visit: www.medicare.gov
or call: 1-800-Medicare (1-800-633-4227)
For more information, visit:
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>