

PATIENT RIGHTS & RESPONSIBILITIES

- PATIENT RESPONSIBILITIES -

The patient or their representative is responsible to:

Be respectful to staff and others in the facility.

Provide complete and accurate information to the best of his/her ability about his/her health, medications (including over-the-counter medications and supplements), and any allergies or sensitivities.

Follow the treatment plan prescribed by his/her provider and participate in his/her care.

Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by the provider.

Accept financial responsibility for any charges not covered by his/her insurance.

You are requested to bring a copy of your advanced directive to the procedure, if you have one.

- PATIENT RIGHTS -

Information disclosure. You have the right to accurate and easily-understood information about your procedure, health care professionals, and health care facility. If you speak another language, have a physical or mental disability, or just don't understand something, help should be given so you can make informed health care decisions.

Participation in treatment decisions. You have the right to know your treatment options and take part in decisions about your care. Parents, guardians, family members, or others that you select can represent you if you cannot make your own decisions.

Advanced Directive. You may receive, upon request, an Advanced Directive form allowing you to specify your medical care choices and assign a health care representative in the event that you are unable to make decisions for yourself. You can also download an Advance Directive form at: <https://www.oregon.gov/oha/PH/ABOUT/Documents/Advance-Directive.pdf>.

If you make your wishes about resuscitative care known to the staff at Yamhill Valley Surgical Center, we will honor your request to the best of our abilities.

Respect and non-discrimination. You have a right to considerate, respectful care from your doctors, health plan representatives, and other health care providers that does not discriminate against you. You have the right to be free from all forms of abuse or harassment.

Confidentiality of health information. You have the right to talk privately with health care providers and to have your health care information protected. You also have the right to read and copy your own medical record. You have the right to ask that your doctor change your record if it is not correct, relevant, or complete.

Billing. All patients have the right to examine and receive an explanation of their bill, regardless of the source of payment.

Privacy and care. You have the right to personal privacy and to receive care in a safe setting.

Complaints and appeals. You have the right to a fair, fast, and objective review of any complaint you

have against your doctor, health care facility or other health care personnel. This includes complaints about waiting times, operating hours, the actions of health care personnel, and the adequacy of health care facilities. If you have a complaint or grievance, you may submit it verbally or in writing to any staff member and the matter will be taken to the Quality Assurance Committee within two weeks. You will be informed of the outcome of the evaluation of your complaint and, if appropriate, any remedial action taken.

To register complaints you may contact the Office of the Medicare Ombudsman at <https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>.

You may also register complaints with the Oregon Public Health Division--Healthcare Regulation and Quality Improvement, 800NE Oregon St. Suite 465, Portland, OR 97232, 971-673-0540.

- PHYSICIAN FINANCIAL INTEREST DISCLOSURE -

Your procedure is scheduled to be performed at Yamhill Valley Surgical Center, located at 2375 NE Cumulus Ave., McMinnville, Oregon. This facility is owned exclusively by Dr. Scott Gibson. You have the right to obtain healthcare services at any hospital or surgical center and from any provider of your choice.