Virginia Garcia Memorial
HEALTH CENTER

Patient Rights and Responsibilities

Good health depends on the patient and the provider working together as partners. Both the patient and the provider need to share timely and honest information with each other.

The patient-provider partnership is based on these rights and responsibilities:

As a patient you have the right to:

- Be treated with dignity and respect;
- Get timely attention to your health care needs in the language you speak;
- Have your health information be confidential and the right to consent to disclosures for purposes other than treatment, payment, and operations;
- Choose from available services and supports, those that are consistent with your treatment plan, provided in the most integrated setting in the community and under conditions that are least restrictive to your liberty, that are least intrusive and that provide for the greatest degree of independence;
- Have all services and health conditions explained, including treatment options, expected outcomes, and possible risks and benefits; and costs when it comes to your care, including treatment of pain;
- Participate in the development of a written treatment plan, receive a copy of your plan, receive services consistent with that plan, and participate in periodic review and reassessment of your service and support needs;
- Make decisions about your provider's recommendations, and ask questions about anything you do not understand;
- Make your own decision about which provider you will see if referred for testing or treatment, unless prohibited by a Coordinated Care Organization. We may not deny, limit, or withdraw a referral if you choose a provider/facility other than the one we have recommended.
- Give informed consent in writing prior to the start of services, except in a medical emergency or as otherwise permitted by law. Minor children may give informed consent to services in the following circumstances:
    - Under age 18 and lawfully married;
    - Age 16 or older and legally emancipated by the court; or
    - Age 14 or older for outpatient services only;
    - Other circumstances according to Oregon statutes and federal law.
- Exercise all rights set forth in ORS 109.610 through 109.697 if the individual is a child, as defined by these rules;
- Exercise all rights set forth in ORS 426.385 if the individual is committed to DHS;
- Inspect your health records;
- Get information about the clinic's owners, license, funding and operations.
- Not participate in experimentation;
- Receive medication specific to your diagnosed clinical needs;
- Receive prior notice of service conclusion or transfer, unless the circumstances necessitating service conclusion or transfer pose a threat to health and safety;
- Be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation;

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- Have religious freedom;
- Be free from seclusion and restraint;
- Be informed at the start of services, and periodically thereafter, of the rights guaranteed by the Integrated Services and Supports Rule;
- Be informed of the policies and procedures, service agreements and fees applicable to the services provided, and to have a custodial parent, guardian, or representative, assist with understanding any information presented;
- Apply to receive a discount for services based on your family size and income, and arrange payment plans as applicable;
- Have family involvement in service planning and delivery;
- Make a declaration for mental health treatment, when legally an adult;
- Express concerns and opinions to staff and get feedback about any expressed concerns;
- File grievances, including appealing decisions resulting from the grievance; and
- Exercise all rights without any form of reprisal or punishment.

As a patient you have the responsibility to:

- Ensure that your current contact information is updated in your medical records;
- Keep appointments and call ahead at least 24 hours if you need to cancel or change an appointment;
- Pay for the services you receive;
- Contact your health plan to determine your options and coverage for referrals to specialty services.
- Build and maintain a partnership with your provider and clinic staff based on trust, cooperation, and open communication;
- Choose one provider for most of your medical care;
- Actively participate in your health care decisions, including utilizing recommended resources;
- Play a part in planning your care, ask questions, and share concerns when you do not understand or agree with your provider's care recommendations;
- Live a healthy lifestyle and lower your health risks;
- Use medical resources appropriately (for example, use the emergency room for emergencies only);
- Treat clinic staff with dignity and respect;
- Maintain a safe and respectful atmosphere, free of abusive, aggressive, violent, threatening, and sexually harassing language and behavior. No weapons are permitted in the clinic;
- Do not bring pets inside of the clinic. Service animals are welcome.