



## **PATIENT RIGHTS AND RESPONSIBILITIES**

The patient is entitled to certain rights and is required to comply with certain responsibilities to fulfill health care needs.

### **Rights of the Patient**

- Patients have the right to be treated with dignity and respect at all times.
- Patients have the right to be protected from discrimination or reprisals in the exercise of their rights; discrimination is against the law.
- Patients have the right to personal privacy and to privacy concerning their own medical care; patients expect that all communications, health information, and records pertaining to their care will be treated as confidential.
- Patients have the right to be fully informed about a treatment or procedure and the expected outcome before it is performed, and to actively participate in decisions regarding medical care and to refuse treatment to the extent permitted by law.
- Patients have the right to receive information about all treatment choices and options in clear language, which is understandable to the patient. Such patient information will be sufficient to allow the patient to give informed consent prior to any procedure or treatment. The patient has the right to ask family members and friends to help in decision-making.
- Patients have the right to leave the facility, even against medical advice, and to change the provider of care, if desired.
- Patients have the right to examine and receive an explanation of their bill regardless of the source of payment. They also have the right to know fees for specific services.
- Patients have the right to know what rules and regulations apply to their conduct as a patient and to know provisions for after-hours and emergency care.
- Patients have the right to receive care in a safe setting, free from all forms of abuse or harassment.
- Patients have the right to voice grievances or suggestions regarding care that is (or fails to be) furnished verbally or in writing; a grievance form is available from any staff member or the patient may ask to speak directly to the Administrator. Grievances will be addressed, in writing, within one week.

### **Responsibilities of the Patient**

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, allergies, and sensitivities, past medical history, and other matters relating to his/her health, including the use of medications, over the counter products, dietary supplements, and other chemical substances.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals, as they carry out the physician's orders.
- The patient is responsible to provide a responsible adult to provide transport and to act as a caregiver for 24 hours if required by the physician.
- The patient is responsible for keeping appointments and for notifying this organization when unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow medical advice.
- The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
- The patient is responsible for following facility policies and procedures and for notifying the facility regarding any living wills or advance directions which may affect his/her care.
- The patient is responsible for being considerate of the rights of other patients and our personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the facility.

### **Advance Directive Notification**

While we at Steven Gabel MD, PC respect patient rights regarding advance directives, the philosophy of our organization is to provide comprehensive resuscitative care to every patient. We will file a copy of a patient's existing advance directive, upon request, and document such action in a prominent and uniform location in our patient record. We will also provide information to our patients regarding advance directives if requested to do so.

### **Patient Complaint or Grievance**

Steven Gabel MD, PC is wholly owned by Steven Gabel; Dr. Gabel may be contacted at 503-693-1118 for any questions relating to these rights and responsibilities. Our patients have the right to express complaints or grievances; Patients may also contact:

- The Medical Board of Oregon Complaint Resource Office at 917-673-2702
- The State Department of Health Services at 888-372-8301; or
- Our Accrediting entity: Accreditation Association for Ambulatory Health Care at 847-853-6060