

# Patient rights and responsibilities



Legacy Health



# Patient rights and responsibilities

## Your hospital experience is important to us

at Legacy Health. Not only will we strive to make your hospital stay a positive experience, but we want you to understand fully your rights and responsibilities as a patient. Please read on for important information.

### Patient rights

Legacy Health recognizes and respects the diversity and individuality of each person admitted to or treated within our facilities. All members of our workforce (employees, volunteers, medical staff, residents, students, contracted personnel and vendors) are expected to provide considerate and respectful care, meeting the cultural, spiritual, emotional, lifestyle and personal dignity needs of each patient and each patient's family.

### You have the right to:

- Receive safe treatment, care and services within the capability and mission of Legacy Health, and in compliance with the law.
  - Receive care based on medical need, without regard to race, color, creed, religious background, national origin, sexual orientation, gender identity or the nature of the source of payment for care.
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.

- Choose who may visit you while you are a patient, including, but not limited to: a spouse, a domestic partner (including same sex partners), another family member or a friend.
  - Legacy Health will not restrict, limit or otherwise deny visitation privileges on the basis of race, color, creed, national origin, religious background, sexual orientation, gender identity or disability.
  - Hospital staff will provide information on visitation restrictions when necessary.
- Express cultural, emotional, spiritual and personal values, beliefs and preferences that do not harm others or interfere with your treatment.
  - Have pastoral and other spiritual services available to you.
- Be treated with consideration, dignity and respect at all times.
- Formulate advance directives and designate a representative in case you become unable to understand proposed care, treatment or services or become unable to communicate your wishes.
  - Expect staff and physicians to comply with your wishes.
  - Know the extent to which the hospital is able, unable or unwilling to honor your advance directive.
- Expect privacy of your protected health information within the limits of the law.
  - Refuse to talk to or see anyone not officially connected with the hospital and not directly involved in your care.
  - Be interviewed and examined in an area that is reasonably private.
  - Look at your medical record.

- Request changes to your medical record.
- Receive a list of who has looked at your medical record within the limits of the law.
- Expect any discussion involving your care to be confidential.
- Know that your medical record is confidential and will be viewed only by individuals directly responsible for treatment, processes involving payment or hospital operations, or as required by law.
- Be involved in decisions made about your care, treatment and services.
  - Receive adequate information about proposed procedures to allow you to give informed consent for those procedures.
  - Have a designated surrogate decision maker if you are unable to make decisions about your care, treatment and services.
- Be involved in resolving concerns about your care, treatment and services.
  - Have your family involved in care, treatment and service decisions with your permission or the permission of a surrogate decision maker.
- Be given the name of your physician or other practitioner primarily responsible for your care, treatment and services.
- Accept or refuse care, treatment or services or rescind consent for care, treatment or services or the use of recorded information within the limits of the law.
- Be informed of the medical consequences of refusing care.
- Be informed about anticipated or unanticipated outcomes of care, treatment and services.
- Receive effective communication regarding your diagnosis, treatment plans, prognosis and follow-up care instructions that is appropriate to your age,

- understanding, language and condition, including vision, speech, hearing or cognitive impairments.
- Interpreter services are available throughout Legacy and available to patients and family members.
- TTY phones for hearing-impaired patients are available, and Legacy facilitates the use of other communication devices brought in or requested by patients.
- Use of companion and guide dogs is permitted in accordance with Legacy policies.
- Receive adequate information to participate or refuse to participate in research, investigation and clinical trials.
  - Be informed that refusing to participate will not compromise access to care, treatment and services not related to the research.
- Give consent for filming and recording not related to direct patient care or hospital operations.
- Access telephone and mail service as appropriate.
- Voice complaints and recommend changes without being subject to coercion, discrimination, reprisal or unreasonable interruption of care, treatment and service.
  - Expect a timely response to concerns regarding your care.
- Receive care, treatment and services in a location that is appropriate, safe and secure for you and your property.
  - Be free of abuse, neglect or exploitation from staff, students, volunteers, other patients, visitors or family.
  - Receive protective services when needed.
  - Receive a list of names, addresses and phone numbers of pertinent state client advocacy groups for the purposes of protection and advocacy when requested.

- Have your pain recognized and managed appropriately and in accordance with the care, treatment and services provided.
- Be free of restraint that is not required to protect your health and/or the health or safety of others.
- Examine and receive an explanation of your bill regardless of sources of payment.

**You, in turn, are responsible to:**

- Be considerate of the rights of other patients and hospital personnel.
  - Respect the property of other persons.
  - Follow the hospital’s policy addressing visitors and visiting hours.
- Follow hospital rules and regulations affecting your care, conduct and safety.
- Provide correct and complete information about your name, addresses, present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Notify your physician and caregivers when information you receive about your diagnosis, treatment or prognosis is not complete or understood; ask questions.
- Cooperate and follow the treatment prescribed by your physician after you have agreed upon a plan of care.
- Accept the possible consequences if you refuse treatment or do not follow caregivers’ instructions.
- Accept and assure that your financial obligation for the health care you received is fulfilled as promptly as is possible.
- Report anything you think might be placing your recovery at risk.

**Every child** and his or her family members will be treated with dignity and respect. Based on medical need, each patient will receive impartial access to treatment and accommodations without regard to race, color, creed, national origin, religious background, sexual orientation, gender identity or the source of payment for care.

**In this hospital, children, teens and their families have the right to:**

*Respect and personal dignity*

You are important, and we will listen to you and explain our role in your child’s care. We will honor your privacy, and anything you tell us in confidence will be kept private in accordance with our Notice of Privacy Practices.

*Care that supports you as a family*

We will help make your child as safe and comfortable as possible. You can stay with your child during most medical treatments and spend the night in the hospital with or near your child if you choose.

*Information you can understand*

We will explain things to you in ways you can understand. If needed, someone who speaks your language will help translate. You have a right to know about your child’s condition and treatment plan and to see and review your child’s medical records with health care personnel. You have the right to detailed information about your child’s hospital bill and the hospital’s policies and procedures.

*Quality health care*

You can meet with your child’s caregivers in the hospital and plan what is best for your child. We’ll let you know about treatment options. If any treatment is experimental, you will receive a full explanation and have the option to accept or refuse treatment. We will teach you about home care and community resources for your child, if needed.

### ***Emotional support***

We will respect your feelings and your child's feelings. Supportive resources are available to help address your needs. Your child will know that it's OK to cry or complain and can talk or play with people who know how to help when he or she has questions or problems. We can help connect you and your child with children and families who have had experiences like yours.

### ***Make choices and decisions***

You may tell us how you want to participate in care, and make choices whenever possible. You may refuse restraint or sedation for your child, except when needed to carry out procedures or to protect your child from injuring himself or herself or others. You may refuse treatments as permitted by law. You can ask for a second opinion from another doctor and for a specialist to see your child. You can ask to change hospitals. If it is necessary to transfer your child to another hospital, we will make every effort to explain the details of your child's care before the move.

### ***Appropriate pain management for your child***

We will be honest with you and your child about the type of pain he or she may experience so that both of you feel prepared. You can also be present during painful procedures and hold your child, when possible. In addition to pain medication, we use methods such as distraction and visualization to help your child cope with pain. You can expect our health professionals to respond quickly to reports of pain using state-of-the-art pain management tools geared to children. We will respond to any pain you or your child report. You have a right to ask your child's doctor or nurse about what to expect, to discuss pain relief options and to work with them to make a pain relief plan for your child. You have a right to tell our staff about any pain your child has that will not go away and to express any concern about your child becoming dependent on pain medication.

### ***Care that respects your child's growth and development***

We will consider all your child's interests and needs, not just those related to illness or disability. We try to keep your child's schedule and activities as normal as possible.

### **We believe that families have the responsibility to:**

#### ***Provide information***

You have important information about your child's health. We ask you to provide accurate information about your child's symptoms, treatments, medicines and other illnesses. Please let us know if you do not understand something or if you are not satisfied with your child's care.

#### ***Actively participate***

We expect that you will actively participate in decisions regarding your child's care. We will develop a plan of care with you for your child; please tell us how you want to take part in your child's care. It is important for your child that you follow the plan. If you cannot, please tell us. Our partnership with each other will enhance the care you and your child receive.

#### ***Respect the rights of others***

Some of the patients and families are going through emotional times. We ask you to respect the rights and privacy of other children, families and hospital personnel.

## **Patient Relations representatives**

Legacy Health provides a patient relations representative available to work with you and your care team if you have a concern about your care that cannot be resolved by speaking with the unit supervisor or your doctor. To reach a Patient Relations specialist, please call the hospital operator at the phone number listed below and ask to be connected to the Patient Relations office.

### ***Oregon***

**Legacy Emanuel Medical Center**  
503-413-2200

**Legacy Good Samaritan Medical Center**  
503-413-7711

**Legacy Meridian Park Medical Center**  
503-692-1212

**Legacy Mount Hood Medical Center**  
503-674-1122

**Randall Children's Hospital at Legacy Emanuel**  
503-276-6500

### ***Other Oregon complaint information***

**Health Care Licensure and Certification Section**  
800 N.E. Oregon St., Suite 305  
Portland, OR 97232  
971-673-0540

### ***Medicare beneficiaries may file a complaint with:***

**Acumentra: Medicare Quality of Care Help Line**  
1-800-344-4354

### ***Washington***

**Legacy Salmon Creek Medical Center**  
360-487-1000

### ***Other Washington complaint information***

**Washington State Department of Health**  
P.O. Box 47857  
Olympia, WA 98504-7857  
360-236-4700

### ***Medicare beneficiaries may file a complaint with:***

**Qualis: Medicare Beneficiary Help Line**  
1-800-445-6941

### **Joint Commission:**

1-800-994-6610 or [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

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## Our legacy is yours.

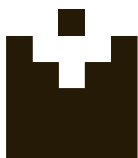
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### Legacy Health

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[www.legacyhealth.org](http://www.legacyhealth.org)



**LEGACY**  
H E A L T H

EMANUEL Medical Center

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MERIDIAN PARK Medical Center

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RANDALL CHILDREN'S HOSPITAL Legacy Emanuel

LEGACY MEDICAL GROUP

LEGACY LABORATORY

LEGACY RESEARCH

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