

# Patient rights and responsibilities

(Also: Billing FAQs)



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.

### **Nondiscrimination**

Legacy Health complies with applicable civil rights laws. Our patients receive the same level of care and access to services, regardless and irrespective of age, race, sex, ethnicity, religion, gender, gender identity, gender expression, sexual orientation, education, veteran status, disability, socioeconomic background, source of payment for care or any other attribute.

- Legacy Health provides a grievance process for individuals who believe Legacy has failed to provide services or discriminated in another way. Grievances can be made directly to Legacy's Compliance Officer by calling the compliance hotline at 1-800-820-7478 or emailing [ComplianceOfficer@LHS.org](mailto:ComplianceOfficer@LHS.org).

### **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. That care must meet, meeting the cultural, spiritual, emotional 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.
- 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, advocate or legal professional.
  - 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.

- Not be discriminated against based on whether you have a POLST, advanced directive or similar document. Patients will receive care even if they have not completed their end-of-life care instructions.

As a patient you have the right to:

- Receive end-of-life care
  - Forgo or withdraw life-sustaining treatment and withhold resuscitative services.
  - Receive information on organ and tissue donation.
- Expect privacy and security 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.
  - Be given a list of who Legacy shared your information with, as allowed by 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 permitted or 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.
- Participate in ongoing care planning.
- 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.
  - Free interpreter services are available throughout Legacy and available to patients and family members. This includes sign language interpreters.
  - TTY phones for hearing-impaired patients are available.
  - Written information will be available in electronic formats.
  - Use of service animals, therapy animals 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 retaliation, 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, harassment 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.

In addition to the above Patient Rights, patients receiving mental health services have the right to:

- Have daily access to fresh air and the outdoors, unless there is a significant risk of harm to yourself or others.
- Not be required to perform labor, except personal housekeeping duties.

## **Patient responsibilities**

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

- Be considerate of the rights of other patients and hospital personnel.
  - Respect the property of other people.
  - 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 ensure 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.

## **Rights for children, teens and families**

Every child and their family members receive the same level of care and access to services, regardless and irrespective of age, race, ethnicity, gender, gender identity, gender expression, religion, sexual orientation, education, veteran status, disability, socioeconomic background, source of payment for care or any other attribute.

## **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 they have 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 themselves 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 they 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.

## **Responsibilities for children, teens and families**

### **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.

## **Right to Support for Disabled Patients in Oregon**

It is important patients with disabilities are able to communicate with their care team while in the emergency department and during their hospital stay in Oregon. Patients with disabilities who need assistance communicating with hospital staff, making medical decisions, and/or providing care needs related to activities of daily living, have the following rights:

- The right to choose at least three support persons to help them communicate with their care team and facilitate care. At least one support person is allowed to stay with the patient at all times. For patients receiving behavioral health care in locked units, access to support persons may be limited and provided by phone or video only.

- The right to have one support person present for end-of-life discussions, unless the patient requests otherwise. These discussions may include (but are not limited to) choices about hospice care, signing an advanced directive, or decisions about refusing life-sustaining care.
- A support person will be required to follow Legacy policy to help keep our patients, staff and visitors safe. If you need a support person and your request was denied, you and your support person have the right to ask for a support care conference. At this conference, you will talk about the denial and what precautions to take to allow your support person to be physically present with you.
- The right to have your legal representative designate support persons on your behalf.
- The right to receive care regardless of whether you have an advanced directive, POLST, or an order withdrawing or withholding life support, such as a Do Not Resuscitate order.
- The right to request Legacy's Support Person policy in alternate formats by contacting Corporate Compliance: [ComplianceOfficer@lhs.org](mailto:ComplianceOfficer@lhs.org) or 503-415-5555.

## **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, call the hospital operator at the number listed on the back of this brochure and ask to be connected to the Patient Relations Office.

# It's OK to ask. It's your care.

## **Get better. Stay safe.**

If you have questions, please ask. Patients who ask questions about their care tend to do better and stay safe. We rely on you to give us correct information. This is how you help us help you.

Here are four ways you can help with your care.

### **1. Patient identification**

You will receive an ID bracelet when you are admitted to any of Legacy's medical centers. Please wear this bracelet until you are discharged from the hospital. Please do not take it off before then. Many people will look at your bracelet to help treat you.

### **2. Hand washing**

The easiest way to prevent infection is to keep your hands clean. Please wash both hands completely with soap and water for at least 15 seconds. Then dry them with a clean towel. Wash your hands often every day. You can also use alcohol hand cleansers. You can find these at Legacy's hospitals and clinics.

Important: Clean your hands after you go to the bathroom. Clean your hands before and after you eat.

Clean your hands before you take medications.

Please ask your family, friends and health care team to wash their hands, too. If you do not see your doctor, nurse or other health care team member clean their hands — please ask them to.

### **3. Medication safety**

Medication errors are the most common health care mistakes made in U.S. hospitals. You can help prevent these mistakes. Make sure we know about all medications you are taking.

Please bring a list of all your medications to the hospital or clinic. Keep the list with you at all times. Please put over-the-counter and herbal medications on the list.

Please also write down any allergies you may have.

Ask why you are receiving any medications. Ask what they are. Also, ask if they can cause problems with any medications you are already taking.

We want you to be comfortable. Please let us know if you are in pain. Parents, please let us know how your child is with pain. What will help comfort your child?

### **4. Fall prevention**

A hospital or clinic might not be familiar to you. Also, you might be taking medications that you are not used to. Most falls occur when patients try to get out of bed or off an exam table without help. Please, always ask for help.

If you use a cane or walker at home, please use it here.

Please use your bedside call light for help getting in or out of bed. Ask your nurse or physical therapist what to wear on your feet to help keep you from falling. Your own shoes may work fine. We can also give you rubber-sole slippers.

Please tell your doctor and nurse if you are not able to see clearly. Please also tell them if you feel dizzy or weak.

### **We are here to help you**

We want you to get better. You can help us by following these four steps. You can also ask us, any time, for a discharge planning evaluation. Please also ask any questions you might have before going home.

# Billing FAQ.

**At Legacy Health,** we want you to focus on feeling better instead of worrying about how you're going to pay the bill. Legacy makes sure you receive the highest quality of care, even if you may not be able to pay for it.

We seek to help people with ways to pay for care. We can help you apply for insurance through the Health Insurance Exchange. We can also help you with **financial assistance**. See "What if I cannot get insurance or cannot pay my bill?"

## **If I have insurance, will the hospital bill my insurance?**

Yes, if you have insurance and have given us the information, we will send bills to your insurance company so that payment can be made for you. We are happy to bill more than one insurance for you. It is important to remember health insurance coverage varies. Insurance may not cover all services. If you did not have your insurance information with you at the time of service, please call customer service.

## **How long will it take before I receive a bill?**

Legacy Health bills insurance companies and third parties before sending a bill to the patient. Once we receive payment from insurance or from another party, we will send you a bill showing how much you owe.

You may have to pay for charges not covered by your insurance, including the co-payment, deductible and co-insurance. Your insurance company can explain the details of the deductible and co-pay.

- Co-payment — fixed amount due at the time of service
- Deductible — annual out-of-pocket amount due before insurance pays
- Co-insurance — percentage of the costs you pay toward your bill

Giving complete and correct insurance information to the admitting staff at each of your visits helps you get your bill paid quickly.

## **What if I do not have insurance?**

Legacy will be happy to help you get insurance. Call customer service:

503-413-4048 (Oregon)  
360-487-4048 (Washington)

## **What if I cannot get insurance or pay my bill?**

Legacy provides services free or at a reduced charge to those patients without insurance or without enough insurance, if they qualify for our financial assistance. We will look at federal guidelines and review your situation.

To apply, print an application from our website and mail it with the required documentation or you may call customer service for assistance.

If your income is below 300 percent of the federal poverty guidelines, we will provide you with care at no charge.

If your income is between 300 percent and 400 percent of the federal poverty level, we will give you a discount on a sliding scale. In addition, if your medical bills exceed your annual income, we may reduce your bill.

Legacy will give you an uninsured discount, if you don't meet the federal poverty guidelines and meet all the requirements. Call customer service to find out more.

## **Will the hospital bill also show the charges from doctors?**

In some cases it will not. Some doctors at Legacy are not employees of the hospital. You may receive separate bills from them.

## **What about my bill?**

### **For Medicare patients who receive care at a Legacy clinic**

Some Legacy clinics share the same license with a Legacy hospital. These clinics are “hospital-based.”

Clinics that do not share licensure with a hospital are “free-standing.”

According to Medicare rules, bills from “hospital-based” clinics may have a “facility” charge in addition to a physician charge. This charge means you may pay more for certain outpatient services at our hospital-based clinics than you would at our free-standing clinics.

Please review your insurance benefits or contact your insurance provider for what is covered and how much you may have to pay.

We want to help you make the best decisions for your health and in paying for your services. Feel free to call us at 503-413-4048.

## **Will you hold my account if the charges are from an injury?**

No, Legacy cannot delay billing while liability claims or legal actions are pending. Patients are still responsible for full payment.

## **Can I pay my bill online?**

Yes. You may pay your bill online with a credit card or electronic withdrawal from your checking or savings account. Our system is fully secure. Visit [legacyhealth.org](http://legacyhealth.org) and choose “Pay my bill,” found on our home page.

## **How or when do I need to pay my bill?**

### **Payment options**

- Pay in full. We accept credit cards, debit cards, money orders and checks.
- You may call to set up low monthly payments, without interest. Please call customer service if you have questions. We are here to help.

### **Call us. We are here to help.**

Legacy Customer Service  
(Patient Business Services)

Office hours: 8 a.m.–5:30 p.m., Monday–Friday

Phone:

503-413-4048 (Oregon)

360-487-4048 (Washington)

or 1-800-495-7076 (toll-free)

### **Legacy billing information**

#### **Legacy Lab billing**

Office hours: 8:10 a.m.–4:30 p.m.

503-413-4420 (Oregon)

1-800-233-3570 (toll-free)

#### **Legacy Hospice billing**

Office hours: 8:45 a.m.–5:30 p.m., Monday–Thursday;

8:45 a.m.–2:15 p.m., Friday

503-413-4092

### **General information**

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

Legacy Salmon Creek Medical Center — 360-487-1000

Legacy Silverton Medical Center — 503-873-1500

Randall Children’s Hospital at Legacy Emanuel —

503-276-6500

### **Oregon complaint information**

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

### **Washington complaint information**

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

### **Medicare beneficiaries in Washington or Oregon may file a complaint with** KEPRO Medicare

Beneficiary  
Help Line: 888-305-6759; TTY: 1-855-843-4776

**Civil Rights complaints may be filed with** the U.S.  
Department of Health and Human Services, Office for  
Civil Rights, 1-800-368-1019, TTY: 1-800-537-7697

### **Joint Commission**

Office of Quality and Safety, The Joint Commission  
One Renaissance Blvd., Oakbrook Terrace, IL 60181  
Fax: 630-792-5636; jointcommission.org

**Legacy Health**

1919 N.W. Lovejoy St. • Portland, OR 97209  
[legacyhealth.org](http://legacyhealth.org)

