

Oregon SurgiCenter, LLC
2400 Hartman Lane, Suite 300 Springfield, OR 97477 (541) 343-1603
Patient Rights, Responsibilities and Privacy Practices

Our Mission

To provide the highest quality comprehensive Urological care with compassion and respect.

We appreciate the trust you have placed in the staff at Oregon SurgiCenter. We will make every attempt to honor that trust by providing the high-quality medical care you expect and deserve. We want your visit to be as pleasant as possible and welcome any comments or suggestions you may have.

If you have a concern at any time during or after your visit, we ask that you communicate it to the Director. Our staff will do everything they can to respond and resolve the issue in a timely manner. Should we fail to resolve the situation to your satisfaction, please be aware that you have the right to make a complaint directly to the:

Oregon Department of Human Resources

800 NE Oregon Street, Suite 305, Portland, Oregon 97232 Phone: (971) 673-0540, ext. 3-0488

Medicare Beneficiary Ombudsman

Patients, who are Medicare beneficiaries or their representative, may receive assistance to understand their Medicare options and to apply their Medicare rights and protections through the Medicare Beneficiary Ombudsman. The Medicare Beneficiary Ombudsman may be reached through <http://www.medicare.gov/Ombudsman/activities.asp>

Patient Rights and Responsibilities

At Oregon SurgiCenter, we believe patients who understand their rights and responsibilities are better able to participate in their healthcare. These rights and responsibilities also apply to your designated representative, guardian, or next of kin if you are unable to advocate on your own behalf or to a parent if you are a minor.

Patient Rights:

- The right of access to care.
- The right to be treated with dignity and respect, free from abuse or harassment.
- The right to safety, security and privacy.
- The right to information about your treatment.
- The right to participate in decisions about your care, including consent or refusal for treatment and preparation of advance directives.
- The right to know providers by name.
- The right to choose post-surgery center providers.
- The right to bring complaints or grievances to the attention of staff without jeopardizing access to current or future care or services.
- The right to disclosure of unanticipated outcomes.
- The right to an itemized bill.
- The right to access copy and amend medical records.
- The right to be informed of any human experimentation or other research/educational projects affecting his or her care or treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.
- The right to express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
- The right to have an initial assessment and regular reassessment of pain.
- The right to education of patients and families, when appropriate, regarding their roles in managing pain, as well as potential limitations and side effects of pain treatment.
- The right to have their personal, cultural, spiritual and/or ethnic beliefs considered when communicating to them and their families that pain management is an important part of care.

Patient Responsibilities:

- Provide all of the information necessary to care for you.
- Report perceived risks about which you may have concerns.
- Ask for clear explanations or additional information when you need it.
- Make informed decisions about your healthcare and treatment.
- Be an active participant in making healthcare decisions.
- Comply with your treatment plan.
- Accept the consequences when you do not comply with the plan of care or treatment.
- Show respect and consideration for surgery center personnel, property and other patients.
- Follow surgery center rules and regulations.
- Meet financial commitments – pay expenses associated with your visit.

Privacy Practices

We understand that medical information about you and your health is personal. We are committed to protecting medical information about you. We are required to abide by the terms of this Notice of Privacy Practices. We may change the terms of our notice at any time. The new notice will be effective for all protected health information that we maintain at that time. If you request, you may receive any revised Notice of Privacy Practices. A more detailed version of our Privacy Practices is also available.

How We May Use and Disclose Your Protected Health Information

We may use or disclose your information: • With persons and other organizations when they are involved in providing healthcare services to you. • In order to pay your healthcare bills. • To support the operations of the Oregon Surgi-Center. • As required by state and federal law.

Your rights

You have the right to: • Inspect and copy your protected health information. • Request a restriction of use of your protected health information. • Request to receive your protected health information in a confidential manner. • Amend or change your protected health information when necessary. • Receive an accounting of certain disclosures made. • Receive the Oregon SurgiCenter's Notice of Privacy Practices.

Advance Directives

If a patient presents an Advance Directive, it will be copied and placed in the patient's chart. However, it will be suspended while in the care of the Oregon SurgiCenter. In the event that the patient is transferred to an acute care facility, a copy of the Advance Directive will be provided to that facility.

Information on Advance Directives can be found at:

For Oregon residents: <http://www.osbar.org/public/legalinfo/1120.htm> and <http://www.alsa-or.org/legalAdvanceDirectives.htm>

The Oregon SurgiCenter is operated in conjunction with the Oregon Urology Institute and owned by the following physicians:

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