

# Patient Rights and Responsibilities



We want to encourage you, as a patient at The Portland Clinic, to speak openly with your healthcare team, take part in your treatment choices, and promote your own health and safety by being well informed and involved in your care.

Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities. We invite you, your family, or your personal advocate to join us as active members of your care team.

## Your Rights

- You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- You have the right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
- You have the right to be told the names of your health care providers, nurses, and all health care team members directing and/or providing you care.
- You have the right to have someone remain with you for emotional support during your visit, unless your visitor's presence compromises you or others' rights, safety or health.
- You have the right to be told by your health care provider about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes. You have the right to give written informed consent before any non-emergency procedure begins.

## Your Responsibilities

- **You are expected to provide complete and accurate information, including your full name, address, telephone number, date of birth, insurance carrier and employer when it is required.**
- **You should provide your health care provider with a copy of your advance directive if you have one.**
- **You are expected to provide complete and accurate information about your health and medical history, including present condition past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.**
- **You are expected to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your health care provider. You are responsible for outcomes if you do not follow the care, treatment, and service plan.**
- **You are expected to treat all clinic staff, other patients, and visitors with courtesy and respect. The Portland Clinic does not allow firearms, even with a concealed weapons permit.**
- **You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.**

- Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-503-221-0161.
- Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-503-221-0161.

# Your Rights (continued)

- You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatments.
- You have the right to access protective and advocacy services in cases of abuse or neglect.
- You, your family, and friends with your permission, have the right to participate in decisions about your care, your treatment, and services provided, including the right to refuse treatment to the extent permitted by law. If you leave the clinic against the advice of your health care provider, the clinic and health care providers will not be responsible for any medical consequences that may occur.
- You have the right to communication that you can understand. The clinic will provide language interpreters as needed.
- You have the right to make an advance directive and appoint someone to make healthcare decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help you complete one.
- You have the right to receive detailed information about your charges.
- You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law.
- You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your health care provider, nurse manager, or department manager. You may also email your concern via our website:  
<http://www.theportlandclinic.com/contact-us/>
- If your concern is not resolved to your liking, you may also contact the Patient Experience Line at **503-221-0161 x2069**

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