



## Patient Rights and Responsibilities<sup>1</sup>

### **POLICY:**

FHA shall protect its patients' rights and inform patients of both their rights and responsibilities.

### **Family Health Associates (FHA) and Concussion Clinic**

Located in Good Shepherd Hospital Complex  
600 NW 11<sup>th</sup> Street, Suite E-15  
Hermiston, OR 97838-8602

Phone (541) 567-6434 Fax (541) 429-6613

#### **Office hours:**

Mon-Thu 8am-5pm, Fri 8am-1pm

#### **After-hours walk-in urgent clinic:**

Mon-Thu 4pm-6pm

### **FHA Wellness Center and Concussion Clinic**

Located in Hermiston High School  
600 S First Street  
Hermiston, OR 97838

Phone (541) 667-6199 Fax (541) 667-6198

#### **Office hours:**

Mon 8am-1pm, Tue-Fri 11am-4pm

### **CARE COORDINATORS:**

#### **Araceli at ext 203**

Derek Earl, Shara Salverda,  
Jessica Oltman, and Maria Faaeteete

#### **Ashley at ext 204**

Jonas Oltman, Dawn Headings,  
and John Adair

### **REFERRALS for all providers:**

#### **Ida at ext 206**

#### **Contact person by menu option or ext:**

Opt 1 or Ext 202: New patients

Opt 3 or Ext 202: Appointments

Opt 4 or Ext 205: Insurance including  
Medicare

Opt 5 or Ext 214: Medical records

Opt 9 or Call 877-708-1119 for Billing

### **Patient's Rights:**

Patients seeking medical care at FHA have the right to:

- Be treated with dignity and respect;
- Receive care in a safe environment free from all forms of abuse, neglect, or mistreatment;
- Consideration of spiritual, psychological, social and cultural values;
- Privacy and confidentiality concerning their medical care;
- Know the identity and professional status of individuals providing services and to know the medical provider who has primary responsibility for their care;
- Be advised as to the reason for the presence of any individual directly involved in or observing their care;
- Have a family member or person of your choice accompany you at FHA;
- Ask for an escort during any visit or type of exam;
- Have questions, concerns or complaints addressed in good faith;
- Be provided, in a timely and appropriate manner, with complete information about their diagnosis, indications for any tests or procedures recommended by their medical provider, treatment and alternatives, prognosis, and both normal and abnormal test results;
- Receive information to enable them to give informed consent prior to any treatment or procedure;
- Make choices and decisions regarding their medical care to the extent allowed by law, including the right to refuse any treatment;
- Change medical providers;
- Be informed of the need to be referred to another facility or specialty;
- Expect reasonable continuity of care;
- Receive, on request, information about fees and charges, and receive an explanation of their bill, regardless of source of payment;
- Receive, on request, and at a reasonable fee, a copy of their medical record;
- Have an advance directive concerning treatment or designation of surrogate decision maker;
- Exercise these rights and receive medically necessary treatment without regard to gender, race, color, religion, national origin, sexual orientation, disability, age, marital status, cultural background, economic background, educational, or religious background.

<sup>1</sup>Revised 9/1/2017

## **Patient's Responsibilities:**

Patients seeking care at FHA have the responsibility to:

- Call their pharmacy for prescription refills
- Be considerate of other patients when bringing service animals. Other patients may be allergic to the animal.
- Provide annually accurate and complete information, including full name, address, telephone numbers, date of birth, Social Security number, insurance carrier, and employer;
- Provide annually accurate and complete information concerning present complaints, past medical and surgical histories, medications, allergies, family medical history, social history and habits, existence of advance directive or power of attorney, and other matters relating to their health;
- Show behavior that is respectful and considerate to other patients, families, visitors, and FHA staff members;
- Take ownership of and participate in their own health and health care;
- Work cooperatively with their medical provider;
- Make it known whether or not they clearly comprehend the course of medical care and what is expected of them;
- Inform their provider of any changes in their condition;
- Follow the treatment plan established by their provider, including the instructions of medical support staff and other health professionals as they carry out orders given by FHA providers;
- Keep appointments and notify FHA immediately if unable to do so;
- Accept responsibility for their own actions should they refuse treatment or not follow their provider's recommendations;
- Allow a minimum of 2 business days for most medication refills. Allow a minimum of 3 business days for controlled substance refills. Provider may require to see patient before filling any medication. In an emergency, schedule an appointment to review medications needing refilled;
- Assure that financial obligations will be fulfilled at time of service or by making prior arrangements;
- Be considerate of the rights and property of FHA, FHA staff members, and other FHA patients;
- Be responsible for any property or belongings brought with them;
- Respect the confidentiality and privacy of other patients at FHA;
- Use good personal hygiene;
- Keep FHA tobacco and drug free;
- Notify FHA of any questions, concerns or complaints.

Patients will be informed of these rights and responsibilities upon establishing care at FHA. A copy of rights and responsibilities will be made available to any patient upon request.

If any patient has a complaint, concern, or question about their rights and responsibilities, they shall be directed to the office manager or manager's delegate.

Patients under the age of 18 must be accompanied by an adult unless the proper paperwork is on file and current (as required by law). Minors being seen without a parent or guardian will be required to pay at time of service unless prior arrangements have been made or the appointment may be rescheduled. Minors will be seen according to federal and state laws.

**If patient does not understand their rights and responsibilities please ask an FHA staff member to help you understand.**