

PATIENT RIGHTS

We recognize the importance of treating each patient with respect and dignity, recognizing individuality, providing clear information, and involving the patient in choices about his or her care and treatment. As our patient, you deserve:

Quality Care

- Care that recognizes and maintains your dignity and values.
- Care, treatment, and services that are within the scope and mission of SouthRiver Community Health Center and in compliance with law and regulation.
- A safe care setting. Care provided by competent personnel.
- Knowing the identity and professional status of your caregivers.
- Respect for your cultural, psychosocial, spiritual and personal values, beliefs and preferences.
- Interpreters and/or special equipment to assist language needs.
- Information about care options.
- Freedom from all forms of abuse and harassment.

Confidentiality and Privacy

- Personal privacy within the law.
- Confidentiality of your medical and billing records.

Decision Making

- To receive all medical information regarding health status, including alternatives and risks.
- To help plan your care, treatment and services.
- To participate in decisions about your care, treatment and services.
- To give informed consent prior to the start of any tests, surgery, procedure or treatment. You may also withdraw your consent at any time.
- To request a second opinion.
- To create advance directives (such as a living will), and to have the intent of such directives honored to the extent permitted by law.

- To have a surrogate decision maker, as allowed by law, when you are not able to make decisions about your care, treatment, and service.
- To choose or change your health care provider.

Access to Medical Records

- To ask to review your medical records with your health care provider and to have the information explained and interpreted, request amendment to, and receive an accounting of disclosures regarding your own health information as permitted under applicable law within a reasonable time frame.

Right to be Free from Seclusion and Restraint

- To be free of any sort of restraint unless medically necessary.

Grievance Process

- To voice a complaint to your health care provider without fear of reprisal.
- To receive a timely response with the results of your complaint.
- To request an administrative consultation and/or participate in any discussions that arise in the course of your care.
- To communicate concerns by calling our office (541) 492-4550 and asking to speak with the Chief Operations Officer.

Billing Information

- A complete explanation of your bill.
- To speak with a billing specialist regarding your bill, insurance, co-pays and other means of payment.
- To reach the billing department call (541) 492-4550.

Non-Discrimination

- This health care facility makes its services available to all people in the community. This health care facility does not discriminate against a patient because of age, gender, disability, race, creed, color, national origin, or because a patient is covered by a program such as Medicaid or Medicare.

PATIENT RESPONSIBILITIES

Help us take care of you. Please know that we support you in meeting your responsibilities during your stay.

Sharing Information

- Providing accurate and complete medical information to your health care providers.
- Understanding your treatment plan, asking questions, and informing staff when answers are not understandable or your treatment plan cannot be followed.
- Reporting any change in your condition.
- Informing us of Advance Directives.

Involvement

- Participating in your care.
- Following the advice of your health care team to the best of your ability.
- Accepting the consequences of your decisions if you refuse to follow recommended treatments and instructions.

Respect and Consideration

- Respecting the needs, rights and property of other patients, family members and caregivers.
- Being mindful of noise levels.

Insurance & Billing

- Knowing the extent of your insurance coverage.
- Knowing your insurance requirements such as pre-authorization, deductibles and co-payments.
- Calling the billing department with questions or concerns.
- Meeting your financial obligations.

CONTACT US

If you have questions about your rights and responsibilities as a patient of SouthRiver Community Health Center, please call our office at (541) 492-4550.