

Patient Bill of Rights and Responsibilities

Applegate Medical Associates East recognizes and respects the rights of patients and their families and treats them with courtesy and dignity. Our office provides care that preserves cultural, psychosocial, spiritual, and personal values, beliefs, and preferences. We encourage patients and families to become active partners in their care by asking questions, seeking resources, and advocating for the services and support they need.

You Have the Right to...

Receive care that is free from discrimination. This means that you will not be treated differently because of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.

Get important information about your care.

- In your preferred language.
- In a way that meets your individual needs related to vision, speech, hearing, or cognition.
- About your diagnosis, treatment plan, possible benefits, risks and side effects, likelihood of reaching your goals, options, and expected/ unexpected outcomes.

Make decisions about your care. This is called informed consent.

- At times, clinicians are required, by law and regulation, to disclose or report certain information without your consent.
- Informed consent also applies to taking pictures, videos, or other images, and recordings of you for purposes other than your care.

Refuse care. If you refuse care, this office may:

- Suggest other ways of treating you and still continue to see you.
- Refer you to another provider to get care.

Have your pain addressed.

Know the names and roles of your health care team.

- You may refuse observations by others not directly involved in your care.

Personal privacy and privacy of your health information.

- Personal privacy includes privacy and security for yourself and your belongings.
- You will be asked to provide a list of names and addresses of those with whom you want to share your health information; this list can be changed at any time.

View and get a copy of your medical record.

- Your provider will review your record with you.
- If you think that important information is missing or wrong, then you may ask to amend the record according to Oregon law.



Receive an explanation of the fees for which you are responsible.

Receive safe care. You will be:

- Told when something goes wrong with your care.
- Free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
 - Any claims are promptly investigated and necessary action is taken.
 - If you need to access protective services, contact the Social Work Department at 443-923-2800 for information and resources.

Make your own health care decisions through an Advance Directive or POLST form according to Oregon law if you are 18 years or older.

- You can appoint a healthcare agent to make the decisions for you.
- A surrogate may be appointed to make decisions for you if you are unable to do so.

Consult with the Clinic Manager regarding challenging decisions about your care, treatment, and services. Examples of common ethical concerns include:

- A treatment plan that may conflict with your cultural or spiritual beliefs.
- A disagreement with the health care team about the best course of action for you.
- The treatment team determines that your goals have been met, but you want to continue therapy. Contact the Clinic Manager at 541-868-1876 for more information.

If you have exhausted all clinic resources and continue to have a concern that the office has not resolved to your satisfaction, you may:

- File a complaint with the Oregon Health Authority.
- If you voice your concern and recommend changes, your care will not be affected.

Your Responsibilities: Clinicians expect patients and family members to act in an honest, reasonable, and responsible way and to follow office rules at all times, including smoke-free policies. They are in place to support quality care and a safe environment. It is important that you:

- Share complete and accurate information about your health, health care coverage, and any other requested information.
- Ask questions if you do not understand information provided to you about medicines and treatment.
- Follow your treatment plan.
- Show respect and consideration for clinical staff and other patients, including their families and their belongings.
- Pay for any services for which you are responsible.
- Provide a copy of your Advance Directive or POLST form or ask for help to write one.
- Be on time for appointments and call as soon as possible if you need to cancel.
- Keep any information private if heard or seen about another patient or medical office business or staff. Do not take pictures, videos, or other images, and recordings of other children, family members, or staff without permission.
- Leave valuables at home. Speak with a staff member or supervisor if you are concerned with any aspect of your care.

