

NOTICE OF PATIENTS RIGHTS

High quality care

Our first priority is to provide you the care you need, when you need it, with skill, compassion and respect. Tell your caregivers if you have concerns about your care or if you have pain. You have the right to know the identity of doctors, technicians and others involved in your care, and you have the right to know when they are students, residents or other trainees.

A clean and safe environment

Our practice works hard to keep you safe. We use special policies and procedures to avoid mistakes in your care and keep you free from abuse or neglect. If anything unexpected and significant happens during your visit, you will be told what happened, and any resulting changes in your care will be discussed with you.

Involvement in your care

You and your doctor will make decisions about your care. When decision-making takes place, it should include:

Discussing your medical condition and information about medically appropriate treatment choices.

To make informed decisions with your doctor, you need to understand:

- The benefits and risks of each treatment.
- Whether your treatment is experimental or part of a research study.
- What you can reasonably expect from your treatment and any long-term effects it might have on your quality of life.
- What you and your family will need to do after you leave the clinic.
- The financial consequences of using uncovered services or out-of-network providers.

Please tell your caregivers if you need more information about treatment choices.

Discussing your treatment plan. When you and your doctor decide that a procedure is in your best interest and is a course of treatment you wish to pursue, you may be asked to confirm in writing that you understand what is planned and agree to it. This process protects your right to consent to or refuse a treatment. Your doctor will explain the medical consequences of refusing recommended treatment. It also protects your right to decide if you want to participate in a research study.

Getting information from you. Your caregivers need complete and correct information about your health and coverage so that they can make good decisions about your care. That includes:

- Past illnesses, surgeries or hospital stays.
- Past allergic reactions.
- Any medications or dietary supplements (such as vitamins and herbs) that you are taking.
- Any network or admission requirements under your health plan.

Understanding your health care goals and values. You may have health care goals and values or spiritual beliefs that are important to your well-being. They will be taken into account as much as possible throughout your visit. Make sure your doctor, your family and your care team know your wishes.

Understanding who should make decisions when you cannot. If you have signed a health care power of attorney stating who should speak for you if you become unable to make health care decisions for yourself, or a “living will” or “advance directive” that states your wishes about end-of-life care; give copies to your doctor, your family and your care team.

Protection of your privacy

We respect the confidentiality of your relationship with your doctor and other caregivers, and the sensitive information about your health and health care that is part of that relationship. State and federal laws and clinic operating policies protect the privacy of your medical information. We will make available a Notice of Privacy Practices that describes the ways that we use, disclose and safeguard patient information and that explains how you can obtain a copy of information from our records about your care.

Help with your bill and filing insurance claims

Our staff will file claims for you with health care insurers or other programs such as Medicare and Medicaid. They also will help your doctor with needed documentation. Medical bills and insurance coverage are often confusing. If you have questions about your bill, contact our billing office. If you need help understanding your insurance coverage or health plan, start with your insurance company or health benefits manager. If you do not have health coverage, we will try to help you and your family find financial help or make other arrangements. We need your help with collecting needed information and other requirements to obtain coverage or assistance.

Preparing you and your family for when you leave our facility

Your doctor works with professionals in the medical community. You and your family also play an important role in your care. The success of your treatment often depends on your efforts to follow medication, diet and therapy plans.

You can expect us to help you identify sources of follow-up care and to let you know if our doctors have financial interest in any referrals. As long as you agree that we can share information about your care with them, we will coordinate our activities with your caregivers outside the clinic. You can also expect to receive information and, where possible, training about the self-care you will need when you go home.

COMPLAINT FILING INSTRUCTIONS

You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel. This includes complaints about waiting times, operating hours, the actions of health care personnel, and the adequacy of health care facilities.

If you have a complaint with the Eye Surgery Institute please contact us in one of three ways:

On-Site: Ask for the ASC Director or Administrator at the Front Desk

In Writing: Eye Surgery Institute
Attention: Administrator
813 SW Highland Ave
Redmond, OR 97756

By Phone: Call (541) 548-7170 and ask for the ASC Director or Administrator

If we do not resolve your complaint to your satisfaction please contact Oregon Patient Safety Commission at (503) 224-9226. All complaints are confidential.