

PeaceHealth patients (or patient representatives, as appropriate) have the right to...

- Choose from available services in a setting and under conditions that are least restrictive and intrusive to your liberty and that provide the greatest degree of freedom;
- Religious freedom;
- An individualized written service plan and ongoing participation in the planning of services;
- Deny services without informed voluntary written consent except in a medical emergency or as otherwise permitted by law;
- Receive medication only for your individual clinical needs;
- A humane service environment that provides reasonable protection from harm, reasonable privacy and daily access to fresh air and the outdoors. Access may be limited when it would create significant risk of harm to you or others.
- Receive prior notification of involuntarily termination or transfer of services and notification of available sources of necessary continued services;
- Decline to participate in experimentation without informed voluntary written consent;
- Be free from abuse or neglect and to report any incident of abuse without being subject to retaliation;
- Have access to and communicate privately with any public or private rights protection program or rights advocate.
- Know that, to enhance patient safety, video or auditory monitoring may be done in some individual patient rooms, care areas or common areas.

PeaceHealth patients (or patient representatives, as appropriate) are responsible to...

- Participate in planning and decisions regarding your healthcare;
- Provide as accurate and complete as possible relevant medical history, symptoms and concurrent conditions prior to and during the course of treatment;
- Ask questions and inform providers when answers to questions are not clear or understood or if you cannot follow instructions or the treatment plan;
- Promptly report any changes in your health, concerns about their care and/or obstacles to following your treatment plan;
- Provide information necessary to determine the ability to pay for services and any other sources of payment for services;
- Respect the dignity and rights of others;
- Respect the property of other persons and of the medical center;
- Conduct yourself in a respectful way that protects and maintains the safety of the healthcare environment;
- Do your best to follow your agreed upon treatment plan to reach the best possible outcome of care;
- Respect and comply with the PeaceHealth Tobacco-Free Campus Policy.

You may voice complaints or grievances about your care or concerns either verbally or in writing and have prompt follow up. Ask to speak to the charge nurse, department manager or contact one of PeaceHealth's Risk Management team members using the phone numbers provided below.

<p>PeaceHealth Sacred Heart Medical Center at RiverBend 3333 RiverBend Drive Springfield, OR 97477 541-222-7300</p> <p>Hotline to the Heart 1-866-222-6822</p>	<p>PeaceHealth Sacred Heart Medical Center, University District 1255 Hilyard Street Eugene, OR 97401 541-686-7300</p> <p>Hotline to the Heart 1-866-222-6822</p>	<p>PeaceHealth Cottage Grove Community Medical Center 1515 Village Drive Cottage Grove, OR 97424 541-767-5500</p> <p>Hotline to the Heart 1-866-222-6822</p>
<p>PeaceHealth Peace Harbor Medical Center 400 Ninth Street Florence, OR 97439 541-997-8412</p> <p>Hotline to the Heart 1-866-222-6822</p>		<p>Oregon Health Authority, Medical Facility Complaints Health Facility Licensing and Certification Program 800 NE Oregon Street, Suite 465 Portland, OR 97232</p> <p>Phone: 971-673-0540 Fax: 971-673-0556 Email: mailbox.hclcl@state.or.us</p>