

Oregon

In addition to your rights as a patient at this healthcare facility, listed below are additional rights specific to your stay in the behavior health unit per ORS 430.210, including the right to:

- Choose from available services in a setting and under conditions that are least restrictive to the person's liberty and least intrusive to provide the greatest degree of freedom.
- An individualized written service plan.
- Ongoing participation in the planning of services in a manner appropriate to your capabilities, including the right to participate in the development and periodic revision of the plan and the right to be provided with a reasonable explanation of all service considerations.
- Not receive 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 affords reasonable protection from harm, reasonable privacy and daily access to fresh air and the outdoors, except that such access may be limited when it would create significant risk of harm to you or others.
- Not be involuntarily terminated or transferred from services without prior notice, notification of available sources of necessary continued services and exercise of a grievance procedure.
- Not 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.
- Religious freedom.
- Assert grievances with respect to infringement of the rights described in this section, including the right to have such grievances considered in a fair, timely and impartial grievance procedure.
- Have access to and communicate privately with any public or private rights protection program or rights advocate.
- Not be required to perform labor, except personal housekeeping duties, without reasonable and lawful compensation.
- Exercise all rights described here without any form of reprisal or punishment.
- Visit with family members, friends, advocates and legal or medical professionals.

You may exercise your right to voice complaints or grievances about your care or concerns either verbally or in writing and to have prompt follow up. You may report your complaint or grievance by asking to speak to the charge nurse, department manager, or by contacting one of PeaceHealth's Patient Relations team members at the phone numbers provided below.

Sacred Heart Medical Center at RiverBend 3333 RiverBend Drive Springfield, OR 97477 541-222-7300 Patient Relations Team 1-866-222-6822	Cottage Grove Community Medical Center 1515 Village Drive Cottage Grove, OR 97424 541-767-5500 Patient Relations Team 1-866-222-6822	PeaceHealth Peace Harbor Medical Center 400 Ninth Street Florence, OR 97439 541-997-8412 Patient Relations Team 1-866-222-6822
Oregon Health Authority/Medical Facility Complaints Health Facility Licensing and Certification Program 800 NE Oregon Street, Suite 465 Portland, OR 97232 Phone: 971-673-0540 FAX: (971) 673-0556 E-MAIL: mailbox.hclc@state.or.us	PeaceHealth Medical Group All Locations Patient Relations Team 1-866-222-6822	Center for Medicare and Medicaid Services (CMS) Medicare Beneficiary Ombudsman Online: www.medicare.gov/providers-services/claims-appeals-complaints/complaints https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home Toll free: 1-800-MEDICARE (1-800-633-4227) TTY: 1-877-486-2048

Who do I contact if I have concerns about how I'm being treated at the hospital?

If you have concerns about the way you are being treated in the hospital, you may:

- Contact your civil commitment attorney. In many counties you can contact the public defender's office. Your hold or civil commitment paperwork will say which court your commitment is filed in.
- Contact the hospital's patient relations department to discuss your concerns and file an internal complaint if necessary.
- File a complaint with external oversight bodies and licensors. To do so, you may contact the hospital's patient relations department for a full list of places to file complaints.
- You may contact the Office of Training Investigation and Safety to file an abuse and neglect report:

Office of Training, Investigation and Safety 1-855-503-SAFE (7233)

- You may also consider contacting a private attorney if you have concerns about medical malpractice

Oregon State Bar Referral Service 1-800-452-7636

- You may contact Disability Rights Oregon:

Disability Rights Oregon
www.droregon.org
503-243-2081
511 SW 10th Ave, Suite 200
Portland, Oregon 97205