

Patient Rights and Responsibilities

PeaceHealth Sacred Heart Hospice - Revised & Approved 9/2025

All PeaceHealth Sacred Heart Hospice Patients and Their Representative have the right to:

1. Be informed of their rights in a language and manner the individual understands. Written notice must be understandable to persons who have limited English proficiency and accessible to individuals with disabilities.
2. Exercise their rights.
3. Have their property and person treated with courtesy, respect, and privacy.
4. Be free from verbal, mental, sexual, and physical abuse, including injuries of unknown source, neglect, exploitation, discrimination, mistreatment and misappropriation of property.
5. Make complaints or grievances regarding treatment or care that is (or fails to be) furnished, and the lack of respect for property and/or person by anyone who is furnishing services on behalf of PeaceHealth.
6. Be free from any discrimination or reprisal for exercising their rights or for voicing grievances to PeaceHealth or an outside entity.
7. Privacy and confidentiality of personal information and health care related records. The patient's medical history is released only as required by law or authorized by the patient or the patient's legal representative.
8. Be advised of the names, addresses, and telephone numbers of the following Federally funded and State funded entities that serve the area where the patient resides:

- **Agency on Aging**

Lane COG Senior & Disabled Services
1015 Willamette St., Eugene, OR 97401
Phone: (541) 682-4038
Toll Free: 1-800-441-4038

OR

Lane COG Senior & Disabled Services
3180 Highway 101 Florence, OR 97439
Phone: (541) 902-9430
Toll Free: 1-800-441-4038

- **Center for Independent Living**

Lane Independent Living Alliance
20 E 13th Ave, Eugene, OR 97401
Hours: Mon - Thur 10am - 2pm
Phone: 541-607-7020
Email: lila@lilaoregon.org
www.lilaoregon.org

- **Protection and Advocacy Agency**

Disability Rights Oregon

Mailing Address: 511 SW 10th Avenue, Suite 200, Portland, OR 97205

Business Hours: Monday - Friday between 9:00 a.m. to 11:00 a.m. and 1:00 p.m. to 4:00 p.m.

Phone: 503-243-2081

Toll Free: 1-800-452-1694

- **Aging and Disability Resource Center**

Senior & Disability Services

1015 Willamette Street Eugene, OR 97401

Phone: 541-682-3353,

Toll-free: 1-800-441-4038

Email: ADRCLane@lcog.org

www.adrcoforegon.org

- **Quality Improvement Organization**

Acentra Health Beneficiary Helpline: 1-888-305-6759

9. Be informed of the right to access auxiliary aids and language services, and how to access these services.
10. Receive effective treatment and quality services from PeaceHealth for services identified in the plan of care.
11. Receive services without discrimination based on race, color, religion, national origin (including limited English proficiency and primary language), sex (including sex characteristics, including intersex traits, pregnancy or related conditions, sexual orientation gender identity, or sex stereotypes), age, disability (including mental illness and substance use disorders) or any combination thereof with regard to admission, access to treatment or employment.
12. Receive all services outlined in the plan of care.
13. Be cared for by appropriately trained or credentialed personnel, contractors and volunteers properly trained to perform assigned tasks with coordination of services.
14. Ongoing participation and involvement in the development of the plan of care.
15. Accept or refuse care, treatment or services.
16. Make health care decisions.
17. Execute an advance directive and/or power of attorney for health care.
18. Be informed of PeaceHealth's policies and procedures regarding:
 - The circumstances that may cause PeaceHealth to discharge a patient
 - The circumstances that may cause PeaceHealth to transfer the patient to another agency
 - Circumstances necessitating a change in the level of care or ongoing care requirements
 - Other available services and options, if needed.
19. Receive information about PeaceHealth's policies on advance directives, including a description of applicable state law.

20. Receive effective pain management and symptom control from the hospice for services identified in the plan of care.
21. Be free from the unlawful use of restraint or seclusion.
22. Choose their hospice attending physician.
23. Receive information about the services covered under the hospice benefit.
24. Receive information about the scope of services that the hospice will provide and specific limitations on those services.

PeaceHealth Sacred Heart Hospice

123 International Way, Springfield, OR 97477

(458) 205-7459

Peacehealth.org

