

PATIENT RIGHTS AND RESPONSIBILITIES



Patients have the right to:

- Be treated with dignity and respect.
- Be informed of rights as a consumer.
- Be treated equitably by providers regardless of insurance coverage.
- Be actively involved in the development of their treatment plan and be given information about their condition and the covered and/or non-covered services available to permit them to reach an informed decision about their treatment.
- Have written materials explained in a manner that is understandable.
- Consent to treatment or to refuse treatment and to be informed of the consequences of that decision.
- Receive a referral to specialty practitioners for medically appropriate services.
- Have a clinical record maintained that documents conditions, services received and referrals made.
- Receive an assessment of fees according to a sliding fee scale based on household size and income and to be provided with a copy of the fee assessment document.
- Confidentiality of all information and records, except as provided by state law, court order or by written permission to release information.
- Access to personal treatment records in accordance with State and Federal law.
- Receive written information and explanation regarding grievance procedures upon initiating treatment and on request thereafter.
- Assert grievances with respect to infringement of the rights described in this document, including the right to have such grievances considered in a fair, timely, impartial grievance procedure.
- Request a change of clinical worker, nurse practitioner or psychiatrist at any time during your treatment. Complete a Declaration of Mental Health treatment as a guide to future treatment options. Exercise all rights described in this document without any form of reprisal or punishment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal regulations on the use of restraints and seclusion. (CFR 438.100).
- Receive interpretation services, if needed.
- Transfer a copy of their clinical record to another healthcare provider.

Patients have the responsibility to:

- Respect the physical and emotional safety of other consumers.
- Communicate the effectiveness or ineffectiveness of treatment to their providers, so that optimal care can be determined.
- Participate in initial and ongoing treatment planning.
- Call in a timely manner to cancel appointments.
- Inform any Clinic staff of any address and/or phone number changes.
- Ask questions about conditions, treatments and other issues related to your care that you do not understand.
- Follow prescribed agreed-upon treatment plans.
- Treat all Clinic providers and staff with respect
- Pay for services not covered by insurance, under the Clinic's sliding scale policy.

CLINIC LOCATIONS

Brookside Clinic

1680 Chambers St., Eugene

Charnelton Community Clinic

151 West 7th Ave, Eugene

Delta Oaks Clinic

1022 Green Acres Road, Eugene

Lane County Behavioral Health-Primary Care

2411 Martin Luther King Blvd., Eugene

RiverStone Clinic

2073 Olympic St., Springfield

Springfield Schools Health Center

1050 10th St., Springfield