

Patient Rights and Responsibilities

To promote patient safety, we encourage you to speak openly with your health care team, be well-informed, and take part in care decisions and treatment choices. Join is as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.

What are my rights?

- You have the right to be treated with respect, consideration, and dignity at all times. As a patient of Valley Clinics, you will be provided impartial access to treatment or accommodations that are available or medically necessary, regardless of color, beliefs, national origin, sexual orientation, gender identity or expression, veteran's status, other identity, or sources of payment for care.
- You have the right to accessibility in accordance with the Americans with Disabilities Act.
- You have the right, within the law, to personal and informational privacy, including these rights:
 - To refuse to talk with or consult anyone not officially connected with Valley Clinics, including Valley Clinics staff who are not directly involved in your care.
 - To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
 - To be checked-in, interviewed, and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to change into suitable gown and/or drapes in private and not to remain disrobed any longer than necessary.
 - To have a medical chaperone present during a physical examination, treatment, or procedure that is being performed by your health care provider ("provider").
 - To have a friend or family member of your choosing present during a consultation, examination, treatment, or procedure being performed by a health professional. This person would not be a substitute for a medical chaperone.
 - To expect any discussion or consultation involving your case be conducted discreetly and that persons not directly involved in your care will not be present without your permission.
 - To have your medical record reviewed only by people directly involved in your treatment or in monitoring its quality.
 - To expect all communications and handling of other records pertaining to your care, including the source of payment for treatment, be treated as confidential.
- You have the right to know the identity and professional status of people providing medical services to you and to know which provider is primarily responsible for your care.
- If you do not fully speak or understand English, you have the right to an interpreter.
- You have the right to obtain, to the degree known, complete and current information concerning your diagnosis, evaluation, treatment and prognosis, communicated in terms you can understand, from the provider taking care of you. If you are incapacitated, this information will be provided to a person previously designated by you or to a legally authorized advocate.
- You have the right to participate in decisions involving your health care, based on clear, concise explanation of your condition and all proposed treatments and procedures, including possible risks, complications, and expectations for recovery. You should not be subjected to any procedure without your understanding and consent given voluntarily; you should be informed if there are medically significant alternatives for care or treatment.
- You have the right to refuse treatment to the extent permitted by law. If your refusal of treatment prevents the provision of care in accordance with professional standards, the provider may terminate his/her relationship with you upon reasonable notice.
- You may change primary care and you have the right to consult with a specialist at your own expense.
- You have the right to be informed if Valley Clinics asks for your participation in research or educational projects affecting your care or treatment, and you have the right to refuse to participate in any such activity.
- You have the right to request and receive an itemized and detailed explanation of your total bill for services rendered at Valley Clinics.
- You are entitled to information about to provide feedback or initiate, review, and resolve patient complaints.

What are my responsibilities?

- It is your responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies and other matters relating to your health. Medications should include prescriptions and over-the-counter medicines, natural and herbal compounds, and dietary supplements. It is your responsibility to report unexpected changes in your condition to the responsible provider and to indicated whether you clearly understand the proposed course of action and what is expected from you.
- It is your responsibility to follow the treatment plan recommended by the provider, to keep scheduled appointments, or to cancel them in advance when you are unable to do so.
- It is your responsibility to provide a responsible adult to transport you home and to remain with you are required by your provider.
- You are responsible for the health consequences if you refuse treatment or do not comply with the provider's instructions.
- You are responsible for informing your provider about any living will, medical power of attorney, or other directive that could affect your care.
- You are responsible for assuring that the financial obligations of your health care are fulfilled as promptly as possible.
- You are responsible for communicating questions about your diagnosis and treatment or other concerns about your care at Valley Clinics to your provider (541-758-0766), the Valley Clinics Medical Director (541-758-0766), or the facility administrator (see contact info below)
- You are responsible to behave respectfully toward all the healthcare staff and other patients. This includes being mindful of noise levels, privacy and number of visitors, as well as being in control of your anger.
- It is your responsibility to NOT use cellphones/other devices to take pictures, videos or recordings without permission from staff.

Complaints and Grievances

- Complain and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, a practice administrator/manager, nurse manager or a department manager.
- For any complaints or concerns please contact one of our clinic administrators:
 - Albany: 541-758-0766 ext 206 or taryn.pavon@valleyclinics.com
 - Corvallis: 541-758-0766 ext 105 or charlene.knaggs@valleyclinics.com
 - Salem: 541-758-0766 ext 301 or casandra.zosel@valleyclinics.com

Hours of Operation / After-Hours Info

- For after-hours assistance for any of our locations, please call (541) 758-0766 and press 0 to be transferred to our on-call staff.
- Hours of Operation (by location)
 - Albany/Corvallis: Monday–Thursday 8am–5pm, Friday 8am–4pm
 - Friday Summer hours 8am–3pm (June–August)
 - Salem: Monday, Tuesday, Thursday, Friday 8am–5pm
 - Closed on Wednesdays

