



OUTPATIENT BEHAVIORAL HEALTH SERVICES INDIVIDUAL'S RIGHTS AND RESPONSIBILITIES

OUR MISSION:

As People of Providence we reveal God's love for all, especially the poor and vulnerable, through our compassionate service.

OUR CORE VALUES:

Respect • Compassion • Justice
Excellence • Stewardship

As a patient, you have the right to:

- ◆ Be treated with dignity and respect;
- ◆ Participate in the development of a written service plan, receive services consistent with that plan and participate in periodic review and reassessment of service and support needs, assist in the development of the plan and receive a copy of the written service plan;
- ◆ Confidentiality and the right to consent to disclosure in accordance with ORS 107.154, 179.505, 179.507, 192.515, 192.507, 42 CFR Part 2 and 45 CFR Part 205.50
- ◆ Be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation
- ◆ Know the names of all doctors and staff members treating you, and which doctor is coordinating your care;
- ◆ Receive medication specific to the individuals diagnosed clinical needs, including medications used to treat opioid dependence
- ◆ Inspect your Individual Service Record in accordance with ORS 179.505;
- ◆ Obtain complete information, in common language, concerning your care and your continuing health care requirements from your doctor or other provider;
- ◆ Receive no services without informed voluntary written consent except as permitted by law;
- ◆ Be informed of the reasons for any procedure or treatment before giving consent. The information supplied usually includes a description of the procedure or treatment, expected outcomes, the significant risks involved, reasonable medical alternatives and the probable length of time for recuperation;
- ◆ Make a declaration of mental health treatment, when legally an adult;
- ◆ Have religious freedom;
- ◆ Refuse treatment and to be informed of the medical consequences of your refusal. This includes refusing services, including any specific procedure, unless ordered by a court;
- ◆ Be free from seclusion and restraint.
- ◆ 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;
- ◆ File grievances, including appealing decisions resulting from the grievance;
- ◆ Access to and communicate privately with any public or private rights protection program or rights advocate;
- ◆ Be informed by your doctor, before you are transferred to another health care facility, of the need for the transfer and alternatives to it;
- ◆ Privacy and confidentiality in regard to the discussion and performance of your health care, and in regard to your records and communications;
- ◆ Be assured of privacy and confidentiality while receiving services as defined by rule and law with the following exceptions:
 1. Reporting suspected child abuse or neglect;
 2. Reporting imminent danger to yourself or others;
 3. Reporting information required in court proceedings or by your insurance company, or other relevant agencies;
 4. All providers are required to report incidents of abuse when the provider comes in contact with and has reasonable cause to believe that an individual has suffered abuse;
- ◆ Refuse to participate in experimentation or research projects or procedures;
- ◆ Informed consent to fee-for-service. The amount and schedule of payment of any fees to be charged must be disclosed to you in writing and agreed to by you and, if appropriate, your guardian;
- ◆ Examine your bill and have it explained, regardless of payment sources;
- ◆ Supportive, social, and pastoral services of the hospital that will enhance your decisions for treatment and for your recovery;

- ◆ Change physicians, and assistance in finding another physician;
- ◆ Request a second opinion;
- ◆ Prompt evaluation and effective treatment for pain;
- ◆ Information and materials available in an alternative format or language appropriate to your needs;
- ◆ Choose from available services and supports, those that are consistent with the assessment and service plan, culturally competent and provided in the most integrated setting in the community and under conditions that are least restrictive to your liberty, that are least intrusive to you and that provide for the greatest degree of independence.
- ◆ Have family and guardian involvement in service planning and delivery;
- ◆ Request and obtain a copy of any and all department policies;
- ◆ Be informed of the policies and procedures, service agreements and fees applicable to the services provided, and to have a custodial parent, guardian, or representative, assist with understanding any information presented;
- ◆ Care that is culturally appropriate and demonstrates both awareness of and sensitivity to cultural differences;
- ◆ Care that is gender appropriate and demonstrates both awareness of and sensitivity to gender differences;
- ◆ Care, treatment, and services that avoid discrimination;
- ◆ Receive services that comply with the American with Disabilities Act (ADA), and
- ◆ Be informed at the start of services, and periodically thereafter, of the rights guaranteed by OAR 309-019-0115
- ◆ Exercise all rights set forth in ORS 109.610 through 109.697 if the individual is a child, as defined by these rules; rights
- ◆ Exercise all rights set forth in ORS 426.385 if you are committed to the Authority; and
- ◆ Exercise all rights described in this rule without any form of reprisal or punishment.
- ◆ The provider shall give to the individual and, if appropriate, the guardian a document that describes the applicable individual's rights as follows:
 - 1) Information given to the individual shall be in written form or, upon request, in an alternative format or language appropriate to the individual's need;
 - 2) The rights and how to exercise them shall be explained to the individual, and if applicable the guardian; and
 - 3) Individual rights shall be posted in writing in a common area.
- ◆ Consent in writing prior to start of services, except in medical emergency, or otherwise permitted by law.
- ◆ Minor children may give consent to services if 1) under 18 and lawfully married. 2) if age 16 and legally emancipated by the court. 3) If age 14 and for outpatient services only. Not able to consent for services provided in residential or partial hospitalization settings.
- ◆ Receive prior notice of transfer, unless the circumstances necessitating transfer pose a threat to health and safety.
- ◆ Be informed at the start of services, and periodically thereafter, of these rights.

Individual's Responsibilities:

We believe that individual's share in the responsibility for his or her own care. We feel you can best accomplish this by establishing open communication with those coordinating your treatment, in regard to the following:

- ◆ Actively participating in decisions about your health care;
- ◆ Being as accurate and complete as possible regarding your medical history and treatment;
- ◆ Letting your doctor or nurse know if you are concerned about a treatment or if you cannot or will not follow a certain treatment plan;
- ◆ Following your doctor's advice regarding your level of activity, diet, and other health care requirements;
- ◆ Being considerate of other patients;
- ◆ Using hospital property and equipment for their intended purposes only;
- ◆ Examining your bill and asking any questions you may have regarding charges or method of payment;
- ◆ Being considerate of hospital staff, but not hesitating to ask for assistance when needed; and
- ◆ Communicating unrelieved pain so you can receive prompt evaluation and effective treatment.

I have read and understand the above:

Individual: _____ Date: _____