

To assure recognition of each patient's individuality and dignity, it is the policy of the Board that:

- All members of the healthcare team seek to create and foster a relationship with each patient founded on mutual trust and respect.
- Each patient is assured impartial access to treatment and accommodations, based on medical need, without discrimination of any sort including source of payment for care or age.
- Each patient will receive information in a way that is understandable to him or her, including the use of interpreters or other devices.
- A safe environment free from abuse or harassment is provided for the treatment of all patients.
- The patient is free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Patients have access to the identity and professional status of individuals providing service to them.
- Patients may voluntarily participate in clinical training programs and that their permission to participate may be withdrawn at any time.
- The patient or the patient's legally authorized representative will not be denied access to hospital information

regarding diagnosis, treatment and any known prognosis and that patient and family, or legally authorized representative, is involved in all aspects of their care.

- The patient and others as requested by the patient are informed of the outcomes of care, treatment or services provided, including unanticipated outcomes.
- The patient can have a family member or representative of his or her choice, and his or her own physician notified promptly of his or her admission to the hospital.
- Patients have access to people outside the hospital by means of visitors and by oral or written communication.
- When the patient is hearing impaired, needs auxiliary devices or does not understand English, the hospital will provide, without cost, these devices or interpreter services either in-person or telephonically.
- Except in emergencies, the patient is fully informed by the attending physician regarding treatment and continuing care requirements before consenting to any procedures or treatment.
- Patients may, at their own request and expense, consult with specialists.
- The patient may refuse treatment to the extent permitted by law.

- A patient's pain will be appropriately assessed and managed.
- A patient may not be transferred to another facility or organization unless the patient or the patient's legal representative has received a complete explanation of the need for the transfer and of the alternatives to such a transfer and unless the transfer is acceptable to the other facility or organization.
- A patient's request to examine and receive an explanation of the hospital bill will be honored after discharge. The hospital will communicate promptly any notice received of termination of the patient's eligibility for payment by any third party carrier.
- The patient should be informed of the hospital rules and regulations applicable to conduct of Salem Health employees and be entitled to information about the hospital's mechanism for the initiation, review and resolution of patient complaints.
- Each patient is assured protection from agencies or individuals who may propose to interview or observe the patient without agreement from the patient.
- Religious beliefs of each patient shall be respected, and if spiritual assistance is requested, the hospital is to do all that it possibly can to meet such requests.

- Assistance with advance directive documents is available from hospital staff.
- Each patient has the right to have their physician discuss with them, or their Healthcare Representative, their wishes as expressed in their Advanced Directive the medical conditions under which Advance Directive would apply, and the right to request of their physician his/her willingness to abide by the Advance Directive, and, if necessary, to have Hospital assistance in finding a physician who will.
- Commensurate with the provision of their care, patients will be aided in maintaining the privacy of their bodies.
- Confidentiality of the patient's disclosures to hospital personnel regarding medical conditions will be maintained. Information contained in medical records will be released to requestors as stated in the Salem Health Notice of Privacy Practices.
- All patients have a right to choose who will be able to support them or visit them. The patient/family will be informed when visitor restrictions are necessary in clinical situations.
- The Hospital will not limit or restrict visitors on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, age or disability

A guide to understanding

It is the policy of the Salem Health Board of Trustees that each member of the healthcare team, the doctor, the nurse, the technician, and all supporting personnel, create and foster with you a relationship founded upon mutual trust.

The basis for the creation of trust is good communication flowing freely between the healthcare team and you. With good communication will come understanding and with understanding will come a sense of trust and well-being that will speed healing. The healthcare team will do its best for you and you can help them by:

- Actively participating in decisions regarding your healthcare.
- Being honest and direct about everything that happens to you as a patient.
- Accurately relating information about your medical history.
- Reporting unexpected changes in your condition to your nurse and your doctor.
- Notifying your doctor or nurse at once if you have a concern about your care.
- Informing your doctor immediately if you do not understand your treatment plan or if you do not think you will follow the plan.

- Asking promptly for clarification if you do not understand what is asked of you, or if you do not understand any procedure, treatment or instructions prescribed for your care.
- Following your doctor and nurses' advice and letting them determine your level of activity, diet and healthcare requirements.
- Following hospital rules and regulations that affect your care and conduct.
- Being considerate of the rights of other patients and hospital personnel.
- Taking responsibility for your actions if you refuse treatment or do not follow your doctor or nurses' instructions.
- Assuring that the financial obligations of your healthcare are fulfilled as promptly as possible.

How to file a complaint at Salem Health

A patient has the right to complain.

At West Valley Hospital

A formal complaint may be filed by calling the Administrative Department at 503-623-7323 any weekday between 8 a.m. and 4 p.m. After hours, on

holidays and weekends, please record your contact information on the message recorder. You will be contacted the next business day. Your complaint may also be mailed to West Valley Hospital, Administration, PO Box 378, Dallas, OR 97338. You will receive a reply within 10 business days.

At Salem Hospital

A formal complaint may be filed by calling the Patient Advocate at 503-561-5765 any weekday between 8 a.m. and 4:30 p.m. After hours, on holidays and weekends, call 503-561-5200 and ask to speak with the Nursing Administrative Coordinator. Your complaint may also be mailed to Salem Hospital, Patient Advocate, PO Box 14001, Salem, Oregon 97309-5014.

Patients of Salem Hospital may also file a complaint with The Joint Commission at 800-994-6610

You may also contact:

- Oregon Health Authority; Health Care Regulation and Quality Improvement; 800 NE Oregon St, Suite 305; Portland, Oregon 97232; 971-673-0540 or TTY 971-673-0372 or online at www.healthoregon.org/hcrqi



Patient Rights and Responsibilities

Adopted by the Board of Trustees:

February 7, 1991

Revised January 9, 2013

A modern hospital has many functions to perform, including the prevention and treatment of disease, and the education of both health professionals and patients.

Above all, the hospital is responsible to perform these functions with an overriding recognition of the rights of each patient and his or her dignity as a human being.

It is the belief of the Salem Health Board of Trustees that success in achieving this recognition will guarantee, better than any catalog of rights that our patients will receive the quality care they both expect and deserve.