

We want your feedback:

Tuality regularly sends patient satisfaction surveys to individuals to help us gauge our quality of care and service and make necessary improvements. You may receive one of these surveys in the mail or via phone in the coming weeks. We ask that you complete the surveys so that we may continue to grow as an organization that puts patient care excellence

first. If you have concerns or questions about the rights and responsibilities listed here, or if you have comments about care at Tuality, please talk to your physician, nurse, or contact Tuality Healthcare Administration at 503-681-1562 or the Tuality Administrative Nursing Supervisor at 503-681-1255

As a patient, you have the right to:

- Be treated with dignity and respect.
- Receive care delivered in a way that is free from harassment, abuse, neglect or discrimination based on race, color, ethnicity, national origin, culture, language, religion, gender, sexual orientation, gender identity or expression, age, physical or mental disability, socioeconomic status, ability to pay, marital status, military or reserve status or any other status protected by law.
- Informed consent: Make informed decisions regarding your health care and participate in developing a care plan.
- Prepare an Advance Directive, including organ donation choices, to tell your health care providers about the care you do and do not want to receive and have the people who provide care comply with these directives.
- Informed refusal: Refuse treatment and be informed of the consequences.
- Be informed about the outcomes of care, including unanticipated outcomes.
- Know the names of people participating in your health care and know the provider coordinating your care.
- Receive information in a language and manner that you can understand (including vision, hearing, speech or mental limitations)
- Know about all treatment choices regardless of cost or coverage by a benefit plan.
- Information contained in your medical record.
- Confidentiality in regard to your records and communication, as described in the “Privacy Notice” presented to all patients.
- Participate in ethical questions that arise in the course of care, including issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life-sustaining treatment, and participation in investigational studies, clinical trials, or educational projects.
- Understand the need for a transfer to another facility, and of the alternatives to such a transfer.
- Tell us your complaints and receive a response without affecting the quality of care you receive.
- Be informed at the start of services and periodically thereafter of rights and procedures for reporting abuse, and to have these rights readily accessible to you, and made available to your guardian and any representative designated by you.
- Tell us who plays a significant role in your life that you want to visit you or your child, including those not legally related to you, such as non-registered domestic partner, significant other, foster parents, step parents, same sex partner or parents and friends.
- Examine your bill and have it explained, regardless of the source of payment.
- Appropriate assessment and management of pain.
- Receive care in a safe environment, free from abuse or harassment, and access to a patient advocate or protective services if needed.
- Be free from restraint/seclusion unless required for medical treatment or patient safety.
- Respect for spiritual beliefs, and support from chaplain staff or other spiritual services.
- Have family, friends and your physician notified upon admission to the hospital.

As a patient, you have the responsibility to:

- Give accurate information regarding your medical history.
- Notify your caregiver of any unexpected health changes.
- Actively participate in decisions regarding your health care unless you give that responsibility to a designated family or friend.
- Ask questions when you do not understand what you have been told, or what you are expected to do.
- Follow the treatment plan agreed upon with your caregiver.
- Inform your caregiver if you do not intend to follow your treatment plan.
- Accept the consequences for the outcome if you or your representative refuses treatment or fails to properly follow instructions.
- Respect the rights of others and observe the rules of common courtesy.

Additional information:

Tuality will make every effort to resolve your complaints or concerns. More detailed information is available in the Patient Information Guide which is available in English and Spanish in all hospital rooms.

You may also file a grievance with these agencies regarding quality-of-care issues or concerns about premature discharge:

Oregon, Health Care Regulation and Quality Improvement
800 N.E. Oregon St., Suite 305
Portland, OR 97232
971-673-0540
Email: mailbox.hclc@state.or.us

Livanta
9090 Junction Dr., Suite 10
Annapolis Junction, MD 20701
1-877-588-1123

The Joint Commission, Office of Quality and Patient Safety
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
1-800-994-6610
Fax: 630-792-5636
Email: patientsafetyreport@jointcommission.org