

PATIENT BILL OF RIGHTS

AS A PATIENT, YOU HAVE THE RIGHT TO THE FOLLOWING:

- All patients seen and given care at Petroff Center have the right to receive treatment with respect, consideration and dignity, regardless of age, sex, race, creed, national origin, handicap or religious affiliation.
- In the event that a patient, or a family member accompanying the patient, does not speak English, reasonable attempts will be made for health care professionals and other staff to communicate in the language or manner primarily used by the patient.
- Patients have the right to privacy concerning their own medical care. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly. Medical records are kept strictly confidential in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Information will be released to other parties only with written consent from the patient or as required by law.
- All patients have the right to plan in advance for medical care by providing information about and/or copies of any living will, power of attorney or other advanced directive that they desire us to know about with the expectation that the Petroff Center will honor the intent of the directive to the extent permitted by law. Official State Advanced Directive forms are available upon request.
- If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are excised by the person appointed under State law to act on the patient's behalf.
- If a State court has not adjudged a patient incompetent, any legal representatives designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
- Except in emergencies when the patient lacks the decision-making capacity and the need for treatment is urgent, all patients are entitled to the opportunity to discuss and to actively participate in decisions involving their healthcare by requesting information related to the specific procedures and/or treatments, the expected outcome, the risks involved, limitations, the possible length of recuperation, and any alternatives and their accompanying risks and benefits, this includes the right to refuse treatment and/or participation in experimental research.
- All patients have the right to receive high quality care in a safe environment with professional standards that are continually maintained and reviewed, free from all forms of abuse or harassment.
- All patients have the right to examine and receive an explanation of their itemized bill for all services.
- All patients have the right to voice any grievance to Administration for the violation of their patient rights or if they feel as though they have been misled or mistreated.
- All patients have the right to exercise these rights without being subjected to discrimination or reprisal.

STATEMENT OF LIMITATION REGARDING ADVANCE DIRECTIVES:

- The Petroff Center respects and upholds those rights pertaining to Advance Directives; however, due to the elective nature of cosmetic surgery and ORS 127.560 Section E, the Petroff Center will exercise a notice of limitation. In the event of an emergency or deterioration, the Petroff Center will always attempt to resuscitate a patient and transfer that patient to a hospital.
- Should an adverse event necessitate the transfer of a patient as indicated above, a copy of the patient's advance directive and medical records will be sent to the hospital along with the patient at the time of transfer.

AS A PATIENT, YOU ARE RESPONSIBLE FOR THE FOLLOWING:

- To provide us with information about and/or copies of any living will, power or attorney, or other advanced directive that you desire us to know about.
- To provide, to the best of your knowledge, accurate and complete information about your present health status, current medications, allergies and past medical history as well as to report any unexpected changes to the appropriate physician(s).
- Considering the rights of others, by treating the staff and other patients of the Petroff Center with respect, as you wish to be treated in return.
- To follow the recommended pre-operative and post-operative treatment plans, as well as to attend your follow-up appointments as directed, notifying us at least 24 hours in advance when unable to keep your scheduled appointment.
- To provide an adult to transport you home after surgery and an adult to be responsible for you at home for the first 24 hours after surgery.
- To ensure that the financial obligations of your healthcare are fulfilled as expediently as possible by providing us with complete and accurate billing information, contacting us if you have any financial questions or concerns, as well as to accept personal financial responsibility for any charges not covered by your insurance.
- Failure to comply with the above rights and responsibilities may result in the mutual termination or withdrawal of care.

GRIEVANCE PROCEDURES

- If you feel that any of your rights have been violated or that the Petroff Center has misled or mistreated you, please contact the Administrator at (503) 607-1300 or send a letter describing your grievance to: ADMINISTRATOR C/O Petroff Center 17720 Jean Way, Suite 100, Lake Oswego, OR 97035-5394.
- You may also contact the Oregon Health Care Regulation and Quality Improvement Department by mail: PO Box 14450, Portland, OR 97293. Mark Clearly on the envelope "Confidential."
Email: mailbox.hclc@state.or.us Phone: (971) 673-0540 or Fax: (971) 673-0556
- Or you may contact the Office of the Medicare Beneficiary Ombudsman at: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

OWNERSHIP

- The Petroff Center is fully licensed, owned and operated by Mark A. Petroff, MD PC.