

## CLACKAMAS COUNTY COMMUNITY HEALTH RIGHTS AND RESPONSIBILITIES

**This is a list of your rights and responsibilities when getting services from Clackamas County Community Health. Please read it carefully. Please use your rights and responsibilities.**

### **YOUR RIGHTS:**

1. You have the right to be treated with dignity and respect.
2. You have the right to access the same services as everyone else.
3. You have the right to ask for services without asking for permission.
4. You have the right to pick the person who works with you and the place you go to see them.
5. You have the right to receive services without discrimination because of race, color, creed, religion, sex, national origin, sexual preference, handicap, or age.
6. You have the right to get the services you need, within reason, including 24 hour emergency services. An emergency means that you or others may be harmed if you do not get the services you need.
7. You have the right to be protected. If you or anyone you work with thinks you are being abused, you have the right to an investigation and a safe place to stay during the investigation, even if the person hurting you is a member of your family. The State of Oregon says abuse is:
  - Any injury that is not accidental, or that you can't explain;
  - When someone hurts you on purpose;
  - When someone makes sexual comments or acts sexual with you and you do not like it, even if that person works for Clackamas County Community Health; or
  - Not giving you the services you need if it hurts you.
8. You have the right to be told of:
  - Treatment options,
  - Consequences of treatment,
  - Your diagnosis,
  - Covered and non-covered services, and

- Your right to refuse services.
9. You have the right to be told how much it will cost to come here. You have to agree to pay us before we can charge you any money.
  10. You have the right to have a friend, family member, or advocate with you at your appointments if appropriate for your care.
  11. You have the right to receive care that serves your needs and is given by staff that has the appropriate training and skills.
  12. You have the right to receive an appropriate assessment and management of pain.
  13. You have the right to involve your family, if you choose, with questions and concerns you may have about your health care.
  14. You have the right to be involved in your care plan, including:
    - Inviting a friend, family member, or advocate to help you;
    - Understanding your medications and their side-effects; and
    - Receiving a referral for special services that you are eligible for.
  15. You have the right to have help if there are problems that keep you from getting served, including:
    - Free interpreter help,
    - Forms in a language you understand,
    - Forms recorded for you to listen to,
    - Forms in Braille,
    - A provider who is sensitive to your culture, and
    - A male or female provider appropriate for your services.
  16. You have the right to see and ask to make changes in your records.
  17. You have the right to be notified when your appointments are cancelled so that you do not travel to a cancelled appointment.
  18. You have the right to a notice if we are going to change your services.
  19. You have the right to register to vote at our office.

20. You have the right to file a complaint if you are unhappy with the services you get here and you will not be treated differently without an explanation.
21. You have the right to appeal if we say we won't work with you.
22. Confidentiality. We won't talk to people about you or show them your record unless you say it is okay. **There are some limits to that.** Sometimes we have to talk to people about you even if you say it is not okay. Those times are:
- If you have an emergency;
  - If we think you might be abused;
  - If we think you might hurt yourself or someone else;
  - If you have told us you have committed or may commit a crime;
  - If a judge tells us we have to;
  - If you are a child, we have to tell your mom and dad if they ask us questions about you unless you are receiving services for:
    - Venereal Disease or
    - Birth Control;
  - If you are a child, we have to tell your mom and dad you are receiving services, before the end of your services, if you are receiving services for:
    - Behavioral Health or
    - Chemical Dependency;
  - When other people that work here need to check our records to make sure we are doing our job; or
  - When other people that work here are helping with your care.
23. You have the right to say in writing, ahead of time, how you would want to be treated if you were seriously ill or injured and you were unable to make decisions or express your wishes. We will help you with this form if you ask us to and if you are your own guardian.
24. You have the right to not be abused, restrained, or confined alone by the people who work for Clackamas County Community Health.
25. You have the right to receive, and have explained to you, written information about:
- Rights and Responsibilities;
  - Benefits available;
  - Fees charged to you, if any;
  - How to access services;

- What to do in an emergency; and
- How to make a complaint or file a grievance.

## **YOUR RESPONSIBILITIES:**

1. You have the responsibility to tell us the truth about you.
2. You have the responsibility to agree to be seen by us.
3. You have the responsibility to tell us when you do not understand or cannot follow instructions.
4. You have the responsibility to ask questions until you clearly understand the information.
5. You have the responsibility to work on your goals.
6. You have the responsibility to treat others well.
7. You have the responsibility to keep information about other people confidential.
8. You have the responsibility to keep appointments. Call us 24 hours in advance if you are going to miss your appointment.
9. You have the responsibility to supervise your children in clinic waiting rooms, hallways, and restrooms.
10. You have the responsibility to bring your insurance card each time you come and pay any money you owe.
11. You have the responsibility to pay any money you owe on time.
12. You have the responsibility to not fight, not act out, not threaten others, and not carry weapons when you are here.
13. You have the responsibility to not bring or use drugs or alcohol when you are here.
14. You have the responsibility to not drive away from a clinic after a routine breathalyzer of 0.08 or higher breath alcohol level.

15. You have the responsibility to not smoke or use nicotine of any kind at any of our facilities or in entrance areas.
16. You have the responsibility to eat health food, exercise regularly, and take care of yourself to promote good health.
17. You have the responsibility to work out problems with us if you have them.

We hope you like it at Clackamas County Community Health. We want to be helpful. If you have a crisis when we are closed or if you need to contact us for any reason, please call us. For mental health services, call 503-655-8401 or our statewide toll free number 1-888-651-2134. For primary care services, call 503-655-8471. Calls ring on these lines and will be answered even when our offices are closed.