



PATIENT RIGHTS AND RESPONSIBILITIES

Welcome to **BAY EYE SURGERY CENTER**

Our surgery center offers a variety of services. Our health care team are here to support your care.

YOUR RIGHTS

PRIVATE CARE AND TREATMENT

- You have the right to privacy – your personal and medical records will be kept private, and you may allow or not allow others to see them.
- You have the right to tell us of any concerns you have about the clinic or the care you are given.
- You have the right to have information about your care and treatment explained to you in words you can understand.

RESPECT FROM ALL STAFF

Whether you are

- Female, male, or transgender
- Gay, lesbian, straight, other, or unsure
- Insured or not
- Disabled

Whatever your

- Age
- Race or ethnicity
- Religion or beliefs
- Language

CHOICES ABOUT YOUR CARE AND TREATMENT

- You have the right to be a part of **ALL** decisions related to your health care.
- You can **ASK** for someone to be with you during your care.
- You can say **NO** at any time.
- You can say **STOP** at any time during your care.

INFORMATION YOU CAN UNDERSTAND. YOU HAVE THE RIGHT TO ASK FOR

- An interpreter.
- Help if you have a disability of any kind.
- Help if you need things explained in a different way.
- Other accommodations.

YOUR RESPONSIBILITIES

- Show up on time for appointments.
- Contact the center Tuesday, Wednesday, and Thursday from 7am-5pm in advance if you need to change or cancel your appointment.
- Tell us if your address, phone number, or other information changes.
- Be sure you understand how to take any medications.
- Tell us before you stop taking any medications or are having problems.
- Make sure you know what you are supposed to do once you leave the center.
- Know when to come back for follow-up care.
- Be understanding of the other patients and staff at this clinic.
- Ask us any questions about anything you do not understand.
- Do not come into the center if you are sick.
- Cover your cough
- Perform hand hygiene often. Examples include after you cough, blow your nose, go to the bathroom, before and after eating.

After hours call 911 for Emergencies

Follow discharge instructions for non-emergency concerns

Questions about your bill contact: 580-771-3943

If you have concerns about this ASC and the services provided, contact Oregon Health Authority
Phone: 971-673-0540
Website: www.healthoregon.org/hcrqy
Email: mailbox.hclc@state.or.us

The Joint Commission complaint@jointcommission.org

Office of the Medicare Beneficiary Ombudsman
Online: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Notice of Ownership

Jane Gilbert MD and Debra Graham MD have ownership at Bay Eye Surgery Center