OREGON IMAGING CENTERS

PATIENT RIGHTS AND RESPONSIBILITIES

You have the right to:

- Considerate and respectful care.
- Treatment without regard to race, sex, age, national origin, or cultural, economic, educational, or religious background, or the source of payment of patient care.
- Be informed and consent to your care.
- Refuse care.
- Receive a copy of our Notice of Privacy Practices (NPP).
- Ask questions and receive timely answers to your questions or requests.
- Confidentiality, privacy, complaint resolution, and communication.
- Express concerns about your care and treatment without fear of retribution or denial of care.
- Timely complaint resolution.

Additional patient rights:

- Ask for an estimate of charges before care is provided. Even though we may be contracted with your payer, we do not know what your individual plan will cover and recommend you contact your insurance payer directly to see how much your cost share will be for your procedure(s). Your insurance company should be able to provide you with that information and may ask for the CPT code(s) for your procedure. You are welcome to call us at 541-302-7765 and we can provide you with those codes.
- Receive a Good Faith Estimate if you do not have insurance or are not using insurance.
- Have your bill explained to you.
- Obtain copies of your medical records. You may do so by contacting our Health Records department at 541-334-7561, option 1.

You have the responsibility to:

- Provide complete and accurate health and demographic information.
- Be respectful of your health care team, which includes all OIC employees you interact with.
- Be considerate in language and conduct of other people and property, including be mindful or noise levels and privacy.
- Ask questions and let someone know if there is anything you do not understand.
- Follow directions and accept responsibility for your choices.
- Leave valuables at home.
- Avoid using cellphones/other devices to take pictures, videos, or recordings without permission from OIC staff or when it may interfere with other patients around you.
- Notify us as soon as possible if you are unable to keep your scheduled appointment.
- Accept personal financial responsibility for any charges not covered by your insurance.
- Submit payments in a timely manner or contact the billing department to discuss your financial obligations.

Patient expectations:

- We promote a positive, non-hostile, non-violent healthcare environment where everyone feels safe.
- We expect all who enter to behave in a respectful manner.
- There are consequences for choosing inappropriate behavior.
- We stand by our employees’ safety at all times.