

Patient Rights & Responsibilities

Aesthetic Medicine is dedicated to providing you with the best cosmetic health care both in terms of treatment and overall patient experience. We respect your rights as a patient and want you to understand your responsibility as a partner in your prescribed treatment plan.

Patient Rights

Aesthetic Medicine is committed to providing you with respectful care as we meet your health care needs. For this reason, we provide the following summary of your rights as a patient:

- You have the right to considerate and respectful care.
- You have the right to participate in the development and implementation of your prescribed treatment plan.
- You will not be denied access to care due to race, creed, color, national origin, sex, age, sexual orientation, religion, disability or source of payment.
- You have the right to information about your treatment in terms and language that you can understand.
- You are entitled to be free from all forms of abuse or harassment.
- You have the right to make or have a representative of your choice make informed decisions about your care.
- You have the right to appropriate assessment and management of pain.
- You are entitled to be free from any forms of restraint or seclusion as a means of convenience, discipline, coercion or retaliation.
- You are entitled to information about rules and regulations affecting your care or conduct.
- You have the right to know the names and professional titles of your physicians and medical providers.
- You have the right to change medical providers.
- You have the right to personal privacy and to receive care in a safe and clean environment.
- You have the right to a prompt and reasonable response to any request for services within the capacity of the medical facility.
- You have the right to express concerns or grievances regarding your care to the staff.
- You have the right to have your private health information remain confidential.
- You have the right to refuse participation in medical research.
- You have the right to request to see your health record within the limits of the law. Oregon, Washington and Federal law provide additional confidentiality protections in some circumstances. A health care provider generally may not release without specific authorization the following patient information:
 - Oregon – HIV test results and genetic information
 - Washington – Specific sexually transmitted diseases
 - State and Federal law – Drug and alcohol records that may be specially protected
 - Oregon and Washington – Mental health records that are specially protected in some circumstances
- You have the right to an explanation of all items on your bill. You have the right to be provided with information about your treatment needs and follow up care.
- You have the right to provide a copy of an Advanced Directive to the front desk personnel to be placed in your medical chart. While we at Aesthetic Medicine respect patient rights regarding

advance directives, the philosophy of our organization is to provide comprehensive resuscitative action.

- You have the right to after-hours and emergency care provided by Aesthetic Medicine by calling our main number 503-697-9777. Messages will be relayed to the appropriate personnel and you will get a prompt response. If it is a life-threatening emergency, please call 911.

Patient Responsibilities

This is a summary of your responsibilities as a patient of Aesthetic Medicine:

- It is your responsibility to provide accurate and complete information about all matters pertaining to your health, including medications and past or present medical problems.
- You are responsible for following the instructions and advice of your medical team. If you do not follow the instructions or advice, you must accept the consequences of your actions.
- It is your responsibility to notify a member of the medical team if you do not understand information about your care and treatment plan.
- You are responsible for reporting changes in your condition or symptoms, including pain, to a member of the care team.
- It is your responsibility to act in a considerate and cooperative manner and to respect the rights and property of others.
- You are responsible for following the rules and regulations of Aesthetic Medicine.
- You are expected to keep your scheduled appointment or to cancel them in advance if at all possible. Fees may be associated with cancelling appointments or no show patients for dermal filler appointments and surgical appointments. Please read your contract to determine time frames for these services.
- It is your responsibility to pay for services in advance for procedures with the exception of toxin appointments.
- You are responsible to provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by the doctor.

Questions or Concerns:

You and your family should feel you can always voice your concerns and grievances. If you share a concern or complaint, your care will not be affected in any way. The first step is to discuss your concerns with your doctor, nurse, or other caregiver. If you have concerns that are not resolved, please contact:

Melissa Neubert
Oregon Location 503-697-9777 or 888-697-9717
Washington Location 425-295-6022 or 888-697-9717

Melissa is the Clinic Manger and will work with you to resolve any concerns that you might have.

Patient Signature

Date