

Lane Fire Authority	Standard Operating Guidelines	Chapter 3
EMS	GENERAL	SUBJECT 1
Date Modified: 4/2023	PATIENT'S RIGHTS	TOPIC 13

Purpose: To provide all patient care givers with a list of patient rights as outlined in OAR 333-250-0330 Patient Rights for Emergency Medical Care and Transportation

Scope: All LFA responders

General:

All patients provided care by Lane Fire Authority will be treated in a way that meets the Mission Vision and Values of the department. Patient's all have right's that must be recognized and honored by those providing care. Those rights include:

- Access to appropriate emergency medical care and transportation without regard to race, ethnicity, religion, age, gender, sexual orientation, or disability
- Treated with consideration and respect regardless of status
- The opportunity to refuse any medical care or transportation to a medical facility when informed about the care to be provided and the risks associated with refusing medical care or transportation
- Transportation to a clinically appropriate medical facility of the patient's choice without questioning ability to pay. Transport to a closer, appropriate medical facility may be warranted if the patient's chosen facility;
 - Is unreasonable due to unsafe conditions or
 - Requires an ambulance to be taken out of service for an unreasonable amount of time
- The opportunity to request private transport when appropriate
- Privacy of any PHI as outlined in SOG 3.2.3
- Opportunity to receive medical information relating to the care or transport to provided as outlined in SOG 3.2.4
- Opportunity to receive a reasonable explanation of any charges for EMS care provided
- Receive information on how and where to file a complaint about the services performed