

THE CENTER FOR MEN'S AND WOMEN'S UROLOGY
24076 SE STARK STREET, SUITE 310
GRESHAM, OR 97030
503/492-6510

Please print Name: _____

Welcome to our Practice. This practice is owned by Shammai Rockove, M.D. and Kent Toland, M.D.

We would like you to know that both Dr. Rockove and Dr. Toland are board certified by The American Board of Urology and are licensed in the state of Oregon. Shammai Rockove, M.D. has been in practice since 1995. Kent Toland, M.D. has been in practice since 1993. Should you choose to have surgery at this organization, Shammai Rockove, M.D. or Kent Toland, M.D. will be performing your surgery. Additionally, this organization also uses credentialed and licensed, mid-level providers for care, i.e. Physician Assistant, Nurse Practitioner. They provide care according to their scope of service.

Please be advised that if you have a grievance the following mechanism exists: Ask for a grievance form from the receptionist.

If you have a suggestion, please put it in writing. You may hand it to the receptionist or mail it to our office. It may be anonymous if you wish.

We encourage all patients to participate in their care, so please speak up and ask questions of anyone in this organization.

This practice follows the CDC guidelines for hand hygiene in which staff are educated upon hire and annually thereafter. We encourage staff to stay home when they are sick. We provide tissues and garbage cans throughout the facility and encourage everyone to cover their mouth when coughing or sneezing and then wash their hands.

Should you have a procedure or surgery in this organization we want you to know that we value patient safety. Therefore you may hear us performing certain tasks or asking certain questions that may surprise you. Even though we may know you, we may still ask you identifying information such as your date of birth or your address (in addition to asking you to tell us your name). We take a pause or a "time out" before we actually start your procedure to assure once again that we have everything that we need and the entire team is in agreement. Only the physician performing your procedure will mark your surgical site. This organization adheres to strict infection control measures before, during, and after your procedure including but not limited to: procedural technique, the environment of care, care of equipment and instruments, and education of all staff in the most up to date infection control measures.

If concerns exist about patient care and safety in the organization that the organization has not addressed, you are encouraged to contact the organization's management. If you feel the concerns were not resolved through the organization, you are encouraged to contact the Joint Commission by calling 800-994-6610 or emailing complaint@jointcommission.org.

Additionally, please be advised that this organization does not recognize DO NOT Resuscitate orders or Living Wills. If you have any questions please see the receptionist.

_____ *I have received information regarding the infection control process of this organization and I understand this information.*