

Hospital Support Persons

A person with a disability has a right to support persons* if they are in an emergency department or admitted to a hospital. By state law, hospitals will welcome support persons for patients with disabilities even if visitors are not allowed. Visitors and support persons are different under [Oregon Revised Statute 441.049](#). **

Support persons assist patients with disabilities who are admitted to the hospital or are in the emergency department who need help:

- Communicating
- Making health care decisions
- Understanding health care information, or
- Engaging in daily living activities

Hospitals must allow eligible patients to designate at least three support persons and allow at least one support person with the patient at all times if necessary to facilitate care. Visitor hours do not apply to support persons.

Support persons must follow the hospital's safety standards to serve in this role. Masking in healthcare facilities is still required. Hospitals may limit the number of support persons present at any one time.



If an eligible patient's request to have a support person present is denied or limited, the patient, their family, or their support person can request a support care conference to discuss this decision with hospital staff.

If you or your support person has additional concerns, you can:

- Email the Oregon Health Authority COVID-19 Feedback Team at covid.19@dhsosha.state.or.us.
- Call the Oregon Health Authority COVID-19 Feedback Team voicemail (available in 12 languages) at 503-945-5488.
- Contact Disability Rights Oregon at 503-243-2081.
- Finally, if you would like to make a confidential complaint about a facility not following SB 1606 here is a complaint form you can fill out and submit by mail, email, or fax: [Complaint Intake Form](#) ***

* You can learn more about support persons on this [fact sheet from OHA](#). "Support person" means a family member, guardian, personal care assistant or other paid or unpaid attendant selected by the patient to physically or emotionally assist the patient or ensure effective communication with the patient.

** www.oregonlegislature.gov/bills_laws/ors/ors441.html

*** www.healthoregon.org/facilitycomplaints