

## **PATIENT RIGHTS AND RESPONSIBILITIES**

### **PATIENT RIGHTS:**

1. The right to be informed of your rights before receiving care and/or upon discontinuation of care, whenever possible.
2. The right to have a designated representative or physician promptly notified upon your admission.
3. The right to care that is considerate and respectful of your personal values and beliefs. The hospital strives to be considerate of the ethnic, cultural, psychosocial, and spiritual needs of each patient and family. The hospital acknowledges that care of the dying patient includes care with dignity and respect, treating primary and secondary symptoms that respond to treatment as desired by the patient, surrogate decision maker, or representative, management of pain, and consideration for the patient's and family's expression of grief.
4. The right to receive medically appropriate considerate and respectful care given by competent personnel without discrimination based upon age, race, creed, color, religion, sex, sexual preferences/orientation, marital status, disability, national origin, handicap, diagnosis, ability to pay or source of payment.
5. The right to be treated with consideration, respect and recognition of your individuality, including the need for personal privacy in treatment.
6. The patient has the right, within the limits of law, to personal privacy and confidentiality of information.
7. The right to be informed of the names, functions, and qualifications of all healthcare professionals providing you with direct care and to know who has overall responsibility for your care and coordinating your care.
8. The right to receive the services of a translator or interpreter, and/or other reasonable means calculated to communicate with a person who has an impairment of vision or hearing, if applicable.
9. The right to participate in the development and implementation of your plan of care.
10. The right to make informed healthcare decisions or have your family, with your permission, or legal representative (as allowed by state law) make informed healthcare decisions regarding your care. You have the right to the information necessary to make informed consent to a procedure or treatment and to request a change in your physician or transfer to another health facility due to religious or other reasons.
11. The right to be fully informed about your healthcare including the rights to: accept or reject care; be informed of your health status/diagnosis; be involved in care planning and treatment; prognosis for recovery; request or refuse treatment to the extent permitted by state law; and be informed of the medical consequences of refusing treatment.
12. The right to consent or refuse to take part in any human research or other educational project affecting your care. You also have the right to be given information about the expected benefits and risks of any research you choose to take part in and any alternative treatment that might benefit you. Refusing to take part in the research or project will in no way affect your care.
13. The right to know the identity and function of other healthcare or educational institutions authorized to participate in your treatment. You also have the right to refuse treatment from these other healthcare or educational institutions.
14. The right to formulate advance directives and appoint a surrogate to make health care decisions on your behalf to the extent permitted by law and have hospital staff and practitioners who provide care in the hospital comply with these directives. Advance directives are written instructions recognized under state law relating to the provision of health care when individuals are unable to communicate their wishes regarding medical treatment. The advance directive may be a written document authorizing an agent or surrogate to make decisions on an individual's behalf (a medical power of attorney for health care), a written or verbal statement (a living will), or some other form of instruction recognized under state law specifically addressing the provisions of health care.
  - a. The hospital shall have in place a mechanism to ascertain the existence of, and, as appropriate, assist in the development of advance directives at the time of the patient's admission.
  - b. The provision of care shall not be conditioned on the existence of an advance directive
  - c. An advance directive(s) shall be in the patient's medical record and shall be reviewed periodically with the patient or surrogate decision maker if the patient has executed an advance directive.
15. The right to be informed by the attending physician and other providers of health care services about any continuing health care requirements after your discharge from the hospital. You also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.
16. The right to have your medical records, including all computerized medical information, kept confidential in accordance with applicable federal and state law.
17. The right to access information contained in your medical records within a reasonable time frame by you or your legal representative within the limits of state or federal law. Psychiatric records may be limited in accordance with hospital policy, state, or federal law. The hospital will seek to meet these requests as quickly as possible.
18. The right to be free from restraints and seclusion of any form that is not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

19. The right to be free from all forms of abuse, physical and mental, harassment and corporal punishment.
20. The right to receive care in a safe setting.
21. The right to examine and receive an explanation of your bill, regardless of the source of payment, and the right to receive upon request, information relating to financial assistance available through the hospital.
22. The right to be informed of your responsibility to comply with hospital rules, cooperate in your own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property, and provide required information regarding payment of charges.
23. The right to receive a full explanation of the reason for transfer, alternatives available, provisions for continuing care and acceptance by the receiving institution (except in emergencies). Medical records will be forwarded on or before the date of transfer.
24. The right to be informed in writing about the hospital's policies and procedures for initiation, review, and resolution of a complaint concerning the quality of care, including the address where complaints may be filed with the department of health and hospitals.
25. The right to choose who may visit you during your inpatient stay, regardless of whether the visitor is a family member, a spouse, a domestic partner (including a same-sex domestic partner), or another type of visitor, as well as their right to withdraw such consent to visitation at any time.
26. The right to assistance in obtaining consultation with another physician or practitioner at your request and own expense.
27. The right, upon request, regardless of reimbursement mechanisms, to be informed of customary charges, in advance, for the type of hospital stay anticipated.
28. The right to be informed that this hospital does not have a physician present in the hospital 24 hours per day, 7 days per week, and in the event that you develop a medical emergency, you may be transferred to another hospital for treatment.
29. The right to know the reasons for any proposed change in the professional staff responsible for his/her care.
30. The right to have your pain assessed and managed properly and to receive information about pain and pain relief measures.
31. The right to designate a caregiver and to ensure that the caregiver has the training and resources needed to care for you at home, if that is the recommended discharge destination, and reduce the possibility of re-admission to the hospital.
32. The right to a reasonable response to your requests and needs for treatment or service, within the hospital's capacity, its stated mission, and applicable law and regulation.
33. The right for you and your appointed representative to take part in ethical questions that arise during your care. The hospital shall have a mechanism for the consideration of ethical issues arising in the care of patients and to provide education to care givers and patients on ethical issues in health care.
34. The patient's guardian, next of kin, or legally authorized responsible person has the right to exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient:
  - a. has been adjudicated incompetent in accordance with the law
  - b. is found by his or her physician to be medically incapable of understanding the proposed treatment or procedure,
  - c. is unable to communicate his or her wishes regarding treatment or is a minor.

### **PATIENT RESPONSIBILITIES:**

1. The patient has the responsibility to provide accurate and complete information concerning his/her present complaint, past illnesses and hospitalizations, and other matters relating to his/her health.
2. The patient is responsible for making it known whether he/she clearly comprehends the course of medical treatment and what is expected of him/her.
3. The patient is responsible for following the treatment plan established by his/her physician including instructions of nurses and other health professionals as they carry out the physician's orders.
4. The patient is responsible for his/her actions should he/she refuse treatment or not follow physician's orders.
5. The patient is responsible for assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
6. The patient is responsible for being considerate of the rights of other patients and hospital personnel.
7. The patient is responsible for being respectful of his/her personal property and that of other persons in the hospital.
8. The patient is responsible for choosing a caregiver.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

### **MINORS RIGHTS:**

1. The right to appropriate treatment in the least restrictive setting available.
2. The right to not receive unnecessary or excessive medication.
3. The right to an individualized treatment plan and to participate in the development of the plan.
4. The right to a humane treatment environment that provides reasonable protection from harm and appropriate privacy for personal needs.
5. The right to be separated from adult patients
6. The right to receive regular communication between the minor patient and the patient's family.

### **Informing Individuals With Limited English Proficiency of Language Assistance Services:**

ATTENTION: Language assistance services, free of charge, are available to you. Call (713) 285-1000.

Concerns or complaints may be expressed to the hospital Chief Executive Officer or Chief Clinical Officer either verbally at (713) 285-1000 or in writing at 1300 Binz St., 3<sup>rd</sup> Floor, Houston, TX 77004-7016. You may also contact the AMG Corporate Compliance Hotline number, Toll-Free at (844) 523-2091 or online at [www.amgihm.ethicspoint.com](http://www.amgihm.ethicspoint.com).

You have the right to express a grievance externally by contacting the Texas Health and Human Services, Complaint and Incident Intake Mail Code E249, P.O. Box 149030 Austin, TX 78714-903 or call 1 (800) 458-9858, Option 5.

If you have any concerns or complaints that have not been resolved through this hospital's Office of Quality, please do not hesitate to contact The Joint Commission's Office of Quality and Patient Safety by mail at One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181, or by telephone at (800) 994-6610.