

PATIENT RIGHTS

EVERY PATIENT SHALL HAVE THE RIGHT TO:

- Reasonable access to care
- Receive considerate and respectful care
- Visitors
- Know the name of his/her physician
- Be informed of his/her health condition, including unanticipated outcomes
- Information Concerning: Diagnosis, Treatment, Prognosis
- Be involved in care planning and treatment
- Formulate advance directives and appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law
- Accept or refuse treatment and be informed of the medical consequences of such refusal
- Make informed decisions regarding participation in clinical research
- Personal respect, privacy and confidentiality
- Access to information contained in his/her clinical or medical records within a reasonable timeframe
- Confidentiality of clinical and medical records
- Social, religious, and psychological well being
- Reasonable response to requests for service including ethical issues
- A qualified interpreter if needed
- Be informed of Clinic rules, regulations, and complaint resolution
- Knowledge concerning the professional status of caregivers
- Access protective services
- Appropriate assessment and management of pain
- To receive treatment and care in the least restrictive environment
- Receive care in a safe setting and be free from abuse or harassment
- Explanation of his/her bill and access to financial counsel

PATIENT RESPONSIBILITIES

EVERY PATIENT IS RESPONSIBLE FOR:

- Communicating honestly and directly
- Cooperating with the health care team
- Understanding his/her health issues
- Participating in his/her medical plan
- Consequences resulting from non-compliance
- Being respectful of others and Clinic property
- Informing the Clinic of a violation of patients rights
- Fulfilling his/her financial obligations for health care
- Communicating any safety concerns including perceived risks in his/her care, and unexpected change(s) in their condition

COMPLAINTS AND GRIEVANCES

If you have a concern regarding any aspect of your care, please ask to speak with the supervisor or director/manager responsible for the area of concern. If you feel that your concern was not adequately addressed, please call the Hospital Administration at 979-285-1825 or extension 1825. After hours dial "0" for the operator who will page the Administrator on call. If your complaint continues to be unresolved, you may also call the Texas Department of Human Services 800-228-1570; Texas State Board of Medical Examiners 800-201-9353; Texas Dept of Protective and Regulatory Services 800-252-5400; Medicare Beneficiary Hot Line 800-725-8315. Concerns regarding safety and quality of care issues may be reported to The Joint Commission 800-994-6610. E-mail complaint @jointcommission.org.

Patient's Signature _____ Date _____

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