

# Patient Rights and Responsibilities

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## Patient Rights

- I. Patients have the right to considerate and respectful care at all times and under all circumstances with recognition of their personal dignity including freedom from abuse and harassment.
- II. Patients have the right under HIPAA Privacy Rules to personal and informational privacy as manifested by the right to (a) Refuse to talk with or see anyone who is not officially connected with the hospital or who is not directly involved in their care; (b) Be interviewed and examined in surroundings designed to assure reasonable privacy; (c) Expect that any discussion or consultation involving their case will be conducted discreetly; (d) Have their medical records read only by individuals directly involved in their treatment or the monitoring and assessment of care; and (e) Expect all communications and other records pertaining to their care, including source of payment for treatment, to be treated as confidential.
- III. Patients have the right to know the identity and professional status of individuals providing service to them and to know which physician or other practitioner is primarily responsible for their care.
- IV. Patients have the right to obtain from the practitioner responsible for coordinating their care, in terms they can reasonably be expected to understand, complete and current information concerning their diagnosis, treatments, and prognosis. When it is not medically advisable to give such information to patients, it should be made available to a legally authorized individual.
- V. Patients have the right to timely access of their medical records.
- VI. Patients/families have the right to education regarding (a) pain relief measures; (b) their roles in managing pain; and (c) limitations of pain management.
- VII. Patients have the right to reasonably informed participation in decisions involving their health care. (a) They have the right to receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment; (b) They have the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of their actions; and (c) They have the right to formulate or have an existing advance directive in their medical record. The wishes communicated by these directives will be honored.
- VIII. Patients have the right to participate in ethical questions that arise during the course of care, including issues of conflict resolution, withholding resuscitative devices, and foregoing or withdrawal of life-sustaining treatment.
- IX. Patients have the right to freedom from restraints (physical restraints or drugs) used in the provision of medical and surgical care unless clinically necessary.
- X. Patients shall be informed if the hospital proposes to engage in or perform human experimentation or other research/educational projects affecting their care or treatment, and patients have the right to refuse to participate in any such activity.
- XI. Patients may not be transferred to another facility unless they have received a complete explanation of the need for the transfer and the alternatives to such a transfer, and unless the transfer is acceptable to the other facility.
- XII. Patients have the right to be informed by the responsible practitioner or his delegate of any continuing health care requirements following discharge from the hospital.
- XIII. Regardless of the source of payment for care, patients have the right to request and receive an itemized bill for services rendered in the hospital.
- XIV. Patients have the right to a specific grievance procedure to a Peer Review Organization regarding concerns of quality of care or premature discharge.

## Patient Responsibilities

- **Patients** have the **responsibility** to provide accurate and complete information about current and past illnesses, medications, and other matters pertaining to their health.
- **Patients** have the **responsibility** to ask your doctor/nurse what to expect regarding pain and pain relief options, to work with your doctor/nurse in developing a pain management plan, to ask for pain relief when pain first begins, to help us measure your pain, and to tell us if your pain is not relieved.
- **Patients** have the **responsibility** to report unexpected changes in your condition to the responsible practitioner.
- **Patients** have the **responsibility** to follow the treatment plan recommended by their practitioner or express concerns regarding their ability to comply.
- **Patients** are **responsible** for their actions if they refuse treatment or do not follow the practitioner's instructions. If patients refuse to follow the treatment plan, they will be responsible for any adverse outcomes as a result of their actions.
- **Patients** have the **responsibility** to ask questions and request additional information/clarification when you do not understand your care, treatment, or services, or what is expected of you.
- **Patients** have the **responsibility** to participate in those educational and discharge planning activities necessary to ensure you have adequate knowledge and support services necessary to provide you with a safe environment upon discharge from the hospital.
- **Patients** have the **responsibility** to arrive as scheduled for appointments and to cancel in advance appointments they cannot keep.
- **Patients** have the **responsibility** to become informed of the scope of basic services offered, the costs, and the necessity for medical insurance and to actively seek clarification of any aspect of participation in hospital services and programs (including cost) that is not understood and to fulfill the financial obligations of your health care. In the case of minors or incompetent adult patients, the parents or legal guardians shall be accountable for adhering to the responsibilities listed.
- **Patients** have the **responsibility** to respect hospital property and the property of others.
- **Patients** have the **responsibility** to consider the rights of other patients and personnel of the hospital, and assist in the control of noise, smoking, and the number of visitors.
- **Patients** have the **responsibility** to provide the hospital with a copy of your advance directive, if one exists.

The physicians, nurses and the entire staff at Foundation Surgical Hospital are committed to assure you reasonable care. Should you have a complaint or grievance related to Foundation Surgical Hospital, contact the CEO at 713-314-4500.

If your complaint or grievance is not resolved to your satisfaction, you may contact the Texas Department of Health, Health Facility Licensing & Compliance Division, 1100 West 49<sup>th</sup> Street, Austin, Texas 78756, Telephone (888) 973-0022. Presentation of a complaint will not compromise your care under any circumstances.

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Patient's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date