

We believe that patients who understand and participate in their healthcare achieve better results
Please take a moment to familiarize yourself with your rights and responsibilities as a patient

RESPONSIBILITIES

- Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalizations and any other matters concerning your health.
- Tell your caregivers if you do not completely understand your plan of care.
- Follow the caregivers' instructions.
- Follow all hospital policies and procedures while being considerate of the rights of other patients, hospital employees and hospital properties.

- Receive care in a safe and dignified environment, free from all forms of abuse, neglect, harassment and/or exploitation.
- Protection and respect of your rights if you are participating in a human research clinical trial.

REGARDING PROBLEM RESOLUTION, YOU HAVE THE RIGHT TO

Express your concerns about patient care and safety to hospital personnel and/or management by contacting:

ADMINISTRATOR at (817) 433-9166

If your concerns and questions cannot be resolved at this level, you may contact The Texas Department of State Health Services at:

Complaint Hotline: 1 (888) 973-0022
 Fax: (512) 834-6653
 Health Facility Compliance Group (MC1979)
 Texas Department of State Health Services
 P O Box 149347
 Austin, TX 78714-9347
 Email: hfs.complaints@dshs.state.tx.us

The Department of State Health Services handles Medicare or Medicaid complaints as well and can be reached at 1 (888) 972-0022 or go to <http://medicare.gov> and click on Health and Support for complaints.

If your concerns and questions cannot be resolved at this level, contact the Joint Commission at:

1 (800) 994-6610
 Fax: (630) 792-5636
 Email: complaint@jointcommission.org
 Office of Quality Monitoring
 The Joint Commission
 One Renaissance Blvd
 Oakbrook, IL 60181

RIGHTS

- Know the risks, benefits and alternatives to proposed treatments or procedures.
- Choose the physicians or other clinicians who will be providing care or treatment, as well as have information about them.
- Receive information in easy to understand terms that will allow for an informed consent.
- Privacy regarding medical care.
- Participate in your plan of care, including your treatment plan, notifying your family or physician of admission, and discharge planning.
- Pain management.
- Refuse care, treatment and services in accordance with law and regulation.
- Be informed about the outcomes of care, treatment and services.
- Receive information and communication in an understandable manner including provision of interpreter and translation services.
- Formulate advance directives and have staff and practitioners comply with those directives.
- Reasonable responses to reasonable requests of service.
- Leave the hospital against the advice of the physician, but please be aware that this may impact insurance coverage.
- Examine and receive an explanation of the bill for services regardless of the source of payment.
- Select providers of goods and services after discharge.
- Receive a Notice of Privacy Practices.
- Request privacy protection.
- Access protected health information within 30 days of written request.
- Amend protected health information.
- Request an accounting of disclosures of protected health information.
- Be free from any forms of restraint or seclusion as a means of convenience, discipline, coercion or retaliation.
- The least restrictive restraint or seclusion should be used only when necessary to ensure patient safety.
- Receive care regardless of your race, color, religion, sex, national origin, age, ability to pay or disability and any other legally prohibited reasons.

YOU ALSO HAVE THE RIGHT TO

Lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions, or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO).