



## **YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT**

As a patient you have certain rights and responsibilities. Nix Health believes that if you understand them you can contribute to the effectiveness of your treatment and to the quality of patient care. The following is a list of Patient Rights and Responsibilities, which reflect our concern and commitment to you as a patient and a human being.

### **PATIENT RIGHTS**

#### **ACCESS TO CARE**

- Impartial access to medically indicated treatment regardless of race, sex, creed, sexual orientation, religion, national origin, disability or sources of payment.
- Expect the hospital to respond to your requests for service, within its capacity, and to provide evaluation, service or referral by the urgency of your care needs.
- Provide interpretation for individuals who speak languages other than English, use of alternative communication techniques or aides for those who are deaf or blind, or take other steps as needed to effectively communicate with Limited English Proficiency (LEP) patients.

#### **RESPECT AND DIGNITY**

- Considerate and respectful care that respects your psychosocial, spiritual and cultural values and beliefs.
- Effective management of pain as appropriate to the medical diagnosis or surgical procedure.
- Consideration of privacy in case discussion, consultation, examination and treatment.
- Expect that all communications and records pertaining to your care be treated as confidential by the hospital, except in cases such as suspected abuse or public health hazards which are required by law to be reported.
- Review your medical records and have information explained or interpreted as necessary, except as restricted by law, within a reasonable timeframe.
- Participate in decisions regarding ethical issues surrounding your care including issues of conflict resolution, withholding resuscitation, foregoing or withdrawal of life-sustaining treatment and participation of investigational studies or clinical trials. You may ask your nurse or physician to consult the Ethics Committee for resolution of conflicts in decision making regarding your care.

#### **TRANSFER AND CONTINUITY OF CARE**

- A patient has the right not to be transferred to another facility unless the patient has received a complete explanation of the need for the transfer and of the alternatives to such transfer and unless the transfer is acceptable to the other facility.
- The patient has a right to be informed by the practitioner responsible for his care of any needed continuing health care requirements following discharge from the hospital.

#### **PERSONAL SAFETY**

- Be cared by staff that has been educated about patient rights and their role in supporting these rights.
- Consent or refuse to participate in any treatment that is considered experimental in nature, and have those studies fully explained prior to consent.
- To receive care in a safe setting.
- To be free from all forms of abuse and harassment.
- To be free from seclusion or restraints of any form which are not medically necessary.

#### **IDENTITY**

- Know by name the physician responsible for the coordination of your care and the identities of others involved in providing your care.

- Obtain information as to any professional relationships among individuals treating you as well as the relationship between the hospital and other healthcare and educational institutions that may influence your care.

### **INFORMATION**

- Obtain information from physicians and other direct caregivers in understandable terms concerning diagnosis, treatment, prognosis and plan for discharge follow-up care.
- Obtain information about hospital policies that relate to your care.
- Examine and receive explanation of your hospital bill, regardless of the source of payment.

### **COMMUNICATION**

- To have a family member or representative of your choice or your own physician notified promptly of your admission to the hospital.
- To appoint a family member or representative to be a decision maker for you in the event you are unable to communicate.

### **ADVANCED DIRECTIVE**

- Have an advanced directive (such as a living will or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectations that the hospital will honor the directive to the extent permitted by law.

*Note: If you do not have an Advanced Directive, you may obtain information about Advanced Directives by contacting your nurse or contacting the Social Services/Case Management Department through the hospital operator at 271-1800 and requesting to speak to a social services worker/ case manager.*

### **CONSENT**

- Make decisions about your care and refuse treatment to the extent permitted by law and be informed of the medical consequences of such actions.
- Participate in the development and implementation of your plan of care.

### **GRIEVANCES**

- You have the right to express a concern or complaint regarding your care to the attending physician, nurse assigned to you, or the nursing supervisor. You have the right to a timely response to your concern or complaint and a resolution when possible. Expressions of concern or complaint will not compromise your care or future access to care. If you want to file a complaint you may call 579-3102 to speak to a patient advocate representative.
- You have the right to file a grievance directly with the Texas Department of State Health Services or The Joint Commission. You may contact the Patient Advocate at 579-3102 or consult the Patient Handbook to obtain additional information on filing your grievance.

### **HOSPITAL CHARGES**

- Regardless of source of payment, the patient has a right, upon request, to receive a detailed explanation of the total bill for services rendered in the hospital.
- The patient has the right to a timely notice prior to termination of his eligibility for reimbursement by any third party payer for the cost of his care.

### **PATIENTS RESPONSIBILITIES**

As a patient or the guardian of a patient you have the following responsibilities:

- Ask questions about specific problems and request information when you do not understand your illness or treatment.
- Provide accurate and complete medical information to physicians and other caregivers.
- Provide the hospital with a copy of your written advance directive if you have one.
- Follow the treatment plan recommended by physicians and other caregivers, or if treatment refused, you are responsible for your actions and the medical consequences.
- Consider the rights of all hospital personnel and other patients and ensure that your visitors are considerate in the control of noise, limiting numbers of visitors and abstaining from smoking.
- Respect hospital property and the property of other patients.
- Follow all hospital policies affecting patient care and conduct.
- Provide necessary information to ensure processing of the hospital bills and make payment arrangement when necessary.