

# PATIENT RIGHTS AND RESPONSIBILITIES

## PATIENT RIGHTS

### ACCESS OF CARE

TexomaCare does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment or participation in its programs, services and activities, or in employment.

### NOTICE OF RIGHTS

- You or your representatives have a right to be informed of your rights before care is started or discontinued whenever possible.
- You have a right to prompt resolution of grievances.
- Patients and family members have the opportunity to inform the hospital of complaints concerning quality of care. While in the hospital the complaint can be made to the hospital Patient Representative, Nurse Manager, or Administrative supervisor on duty by dialing "0". After discharge, the complaint may be communicated in a letter to the President or directed to the Quality Management Department, by calling 903.416.4130
- Complaints about physicians, as well as other licensees and registrants of the Texas State Board of Medical Examiners, including physician assistants and acupuncturists, may be reported for investigation at the following address:
  - Texas State Board of Medical Examiners  
Investigative Department  
PO Box 2018  
Austin, TX 78768-2018
- Assistance in filing a physician complaint with this authority is available by calling the following phone number:
  - 1.800.201.9353

### EXERCISE OF RIGHTS

- You have the right to participate in the development and implementation of your plan of care.
- You or your representative (as allowed under State law) has the right to make informed decisions regarding your care. Your rights include being informed of your health status and prognosis, being involved in care planning and treatment, including pain management, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- You have the right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- You, and when appropriate, your family have the right to be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.

### PRIVACY AND SAFETY

- You have the right to personal privacy.
- You have the right to receive care in a safe setting.
- You have the right to be free from all forms of abuse or harassment.
- You have a right to an environment that preserves dignity and contributes to a positive self-image, which includes storage space to meet the patient's personal needs.
- You have a right to access protective and advocacy services.

### CONFIDENTIALITY OF PATIENT RECORDS

- You have the right to the confidentiality of your medical records.
- You have the right to access information contained in your records within a reasonable time frame.

### COMMUNICATIONS

- You have the right of access to people outside the hospital by means of visitors and by written communication appropriate to your age, understanding, and to your language.
- When communication restrictions are medically necessary, you have the right to have these restrictions fully explained.
- You have the right to an interpreter for free, if a language barrier or sensory impairment exists.
- You have the right to communicate regardless of visual, sensory, speech, hearing, language, and/or cognitive impairments at no cost to you (FREE).

### SPIRITUAL CARE

- You have the right to spiritual care through access to pastoral care including the hospital chaplain and other spiritual services.
- A patient may contact the Patient Representative and/or the Chaplain at ext. 4130/4118, if he/she has any ethical concerns with their care.

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## PATIENT RESPONSIBILITIES

### PROVISION OF INFORMATION

- You have a responsibility to provide accurate and complete information related to your symptoms or reason to visit, past illnesses, hospitalizations, medications, or other matters of care and to report unexpected changes in your condition.
- You are responsible to report that you understand or do not understand the treatment plan and what is expected of you.

### COMPLIANCE WITH INSTRUCTIONS

- You are responsible for following the treatment plan and instructions of health care providers.
- You are responsible for keeping appointments or for notifying the appropriate person if you are unable to keep the appointment.

### REFUSAL OF TREATMENT

- You are responsible for your actions if you refuse treatment or do not follow instructions.

### RESPECT AND CONSIDERATION

- You are responsible for being considerate of the rights of others, for assisting in the control of noise, smoking, and the number of visitors.
- You are responsible for being respectful of the property of other persons and of the Hospital.

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**TexomaCare endeavors to make these rights  
and responsibilities available  
to all patients receiving services within  
our System.**