

Patient Rights

- A patient has the right to receive respectful care given by competent personnel in a safe setting.
- A patient has the right, upon request, to be given the name of their attending practitioner and the names of all other practitioners directly participating in the patient's care and the names and functions of other health care persons having direct contact with the patient.
- A patient has the right to be informed of the credentials of those healthcare professionals directly participating in the patient's care.
- The patient has the right to ask and be informed of physician ownership, the existence of business relationship among the Center, educational institutions, other healthcare providers, or payers that may influence the patient's treatment and care.
- A patient has the right to consideration of their personal privacy and privacy concerning their own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
- A patient has the right to have records pertaining to their medical care treated as confidential except as otherwise provided by law or third party contractual arrangement.
- The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- The patient has the right to full information, in layman's terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on their behalf to the responsible person.
- Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure. A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program, and the patient or responsible person shall give informed consent prior to actual participation in the program. A patient or responsible person may refuse to continue in a program to which he has previously given consent.

- A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sexual orientation, national origin, handicap, disability or source of payment.
- The patient who does not speak English shall have access, where possible, to an interpreter.
- The Center shall, upon request, provide the patient or patient designee access to the information contained in the patient's medical records, unless the attending practitioner for medical reasons specifically restricts access.
- The patient has the right to expect good management techniques to be implemented by the Center. Those techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
- The responsible person shall be notified when an emergency occurs and a patient is transferred to another facility. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
- The patient has the right to examine and receive a detailed explanation of their bill.
- The patient has the right to expect that the Center will provide information for continuing health care requirements following discharge, and the means for meeting them.
- The patient has the right to expect continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when the Center's care is no longer appropriate.
- A patient has the right to initiate an Advance Directive and be informed of the Center's policies concerning Advanced Directives.
- The patient can choose to change primary or specialty physicians if other qualified physicians are available.
- A patient has the right to know what Center rules and regulations apply to the patient's conduct.
- The patient has the right to be free from all forms of abuse and harassment, including verbal, physical, psychological, sexual, and emotional abuse.
- A patient has the right to exercise their rights without discrimination or reprisal.
- A patient has the right to be informed of their rights at the earliest possible moment in the course of treatment.

Patient Responsibilities

- The Center expects the patient to provide complete and accurate information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- The Center expects the patient to ask questions about any directions or procedures they don't understand.

- The Center expects the patient to be considerate of other patients and staff in regard to noise, smoking, and the number of visitors in the patient areas. The patient is also expected to respect the property of the Center and other persons.
- The patient is expected to follow instructions and medical orders and report unexpected changes in their condition to their physician and to the Center's staff.
- The patient is expected to follow all safety regulations they are told about and/or they read about.
- If the patient fails to follow their healthcare provider's instructions, or if the patient refuses care, they are responsible for their own actions.
- The Center expects a patient to provide a responsible adult to transport them home from the Center and remain with them for 24 hours, if required by the patient's physician.
- A patient is responsible for informing their physician about any living will, medical power of attorney, or other directive that could affect the patients care.
- The patient accepts personal financial responsibility for any charges not covered by insurance.

Fore Medicare Assistance go to:

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

The Center provides for and welcomes the expression of grievances, complaints and suggestions by the patient and patient's family at all times without reprisal. Every patient has the right to file a grievance with any staff member, or the Administrator. If the patient is not satisfied, the complaint is taken to the Medical Director.

If at any time during your visit at the Center, you feel your rights have not been protected, please use the following information to report a complaint:

Facility:

Erika Painter
erika.painter@healthcrest.com

Medicare:

Health Facility Compliance Group (MC 1979)
Texas Department of State Health Services
PO Box 149347
Austin, TX 78714-9347