



### ***Patients Rights and Responsibilities***

- a. The patient will be provided a copy of the “Patient Rights and Responsibilities” prior to the procedure.
- b. The patient has the right to be free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.
- c. The privacy of all patients shall be respected at all times. Patients shall be treated with respect, consideration and dignity.
- d. Patients shall receive assistance in a prompt, courteous, and responsible manner.
- e. The patient has the right to confidentiality. Patient disclosures and medical records are considered confidential. Except as otherwise required by law, patient records and/or portions of records will not be released to outside entities or individuals without patients’ and/or designated representatives’ express written approval. Patients are given the opportunity to approve or refuse the release of their medical records information.
- f. Patients have the right to know the identity and status of individuals providing services to them.
- g. Patients have the right to change providers if they so choose. Patients are informed of the credentials of all staff who will be providing care during the patients’ stay.
- h. Patients, or a legal authorized representative, have the right to be provided thorough, current and understandable information concerning their diagnosis, treatment options and prognosis, if known, and follow-up care. All patients will sign an informed consent form after all information has been provided and their questions answered.
- i. When it is medically inadvisable to give such information to the patient, the information is provided to a person designated by the patient or to a legally authorized person.
- j. Patients have the right to choose another facility for their procedure.
- k. Unless participation is medically contraindicated, patients have the right to participate in all decisions involving their healthcare.
- l. Patients have the right to participation in decisions, to refuse treatment and to be advised of the alternatives and consequences of their decisions. Patients are encouraged to discuss their objectives with their provider.
- m. Patients have the right to refuse participation in experimental treatment and procedures. Should any experimental treatment or procedure be considered, it shall be fully explained to the patient prior to commencement.
- n. Patients have the right to make suggestions or express complaints about the care they have received and to submit such to the Center Administrator or Clinical Supervisor so the grievance may be addressed in a timely manner.
- o. Patients have the right to be provided with information regarding emergency and after-hours care.
- p. Patients have the right to obtain a second opinion regarding the recommended procedure. Responsibility for the expense of the second opinion rests solely with the patient.
- q. Patients have the right to a safe and pleasant environment during their stay.
- r. Patients have the right to have visitors at the Center as long as visitation does not encumber Center operations and the rights of other patients are not infringed.
- s. Patients have the right to have procedures performed in the most painless way possible.
- t. Patients have the right to an interpreter if required.
- u. Patients have the right to be provided informed consent forms as required by the laws of the State of Texas.
- v. Patients have the right to marketing information that is not misleading. Patients have the right to truthful marketing and/or advertising regarding the competence and capabilities of the Center and its staff.
- w. Patients have the right to have copies of their “Advance Directives” and “Living Wills” in their medical records and to have Center staff honor these wishes to the extent feasible. However, due to the Center’s limited capabilities, in the event of an emergency, the patient will be transferred to the nearest hospital. Hospital staff will be informed of the existence of the Advance Directives and such will be provided if the Center has copies.
- x. Patients will be provided, upon request, all available information regarding services available at the Center, as well as information about estimated fees and options for payment.
- y. Patients have the right to approve the release of their medical records to other care providers, legal representatives and other persons authorized by the patient.
- z. Patients have the right to exercise his/her rights without being subject to discrimination or reprisal.
- aa. Patients have the right to be free from all forms of abuse or harassment.
- bb. If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.

## *Patient Rights Continued*

- cc. Patient has the right to receive information regarding rights, patient conduct, available services, afterhours/emergency care, fees, payment policies, refuse to participate in experimental research, methods to express complaints and suggestions.
  
- dd. A Medicaid managed care organization patient has the right to:
  - a. be provided with an easy-to-read, written document describing rights including; being treated with respect, dignity privacy, confidentiality and non-discrimination
  - b. medical records and discussions with your providers kept private and confidential.
  - c. choose a managed care organization (MCO) and primary care provider
  - d. ask questions and get answers
  - e. agree to or refuse treatment and actively participate in treatment decisions
  - f. use compliant and appeal processes available through the MCO and through Medicaid
  - g. access to care that does not have any communication or physical access barriers
  - h. not be restrained or secluded from someone else's convenience, or is meant to force you to do something you do not want to do, or is to punish you.
  - i. know that doctors, hospitals, and others who care for you can advise you about your health status, medical care, and treatment
  - j. know that you are not responsible for paying for covered services

## ***PATIENT RESPONSIBILITIES***

- a. Patients are expected to provide complete and accurate medical histories, to the best of their ability, including providing information on all current medications, over-the counter products and dietary supplements and any allergies or sensitivities.
- b. Patients are responsible for keeping all scheduled pre- and post-procedure appointments and complying with treatment plans to help ensure appropriate care.
- c. Patients are responsible for reviewing and understanding the information provided by their Physician or nurse. Patients are responsible for understanding their insurance coverage and the procedures required for obtaining coverage.
- d. Patients are responsible for providing insurance information at the time of their visit and for notifying the receptionist of any changes in information regarding their insurance or medical information.
- e. Patients are responsible for paying all charges for co-payments, co-insurance and deductibles or for non-covered services at the time of the visit unless other arrangements have been made in advance with the Center Administrator.
- f. Patients are responsible for treating Physicians, Staff and other patients in a courteous and respectful manner.
- g. Patients are responsible for asking questions about their medical care and to seek clarification from their Physician of the services to be provided until they fully understand the care they are to receive.
- h. Patients are responsible for following the advice of their provider and to consider the alternatives and/or likely consequences if they refuse to comply.
- i. Patients are responsible for expressing their opinions, concerns or complaints in a constructive manner to the appropriate personnel at the Center.
- j. Patients are responsible for notifying their health care providers of patient's Advance Directives, Living Wills, Medical Power of Attorney or any other directives that could affect their care.
- k. Patients are responsible for having a responsible adult transport them from the Center and remain with the patient for twenty-four (24) hours, if required by the Physician.
- l. The patient will be provided a copy of the Patient Rights and Responsibilities prior to the procedure.

The patient or family may voice concerns or complaints without having care affected in any way. They may discuss their concerns with their doctor, nurse, or other caregiver. If concerns are not resolved, they should contact the Administrator at **915-532-8200** If preferred, the patient/caregiver may contact the Texas Department of State Health Services Health Facility Compliance Division, PO Box 149347 Mail Code: 1979 Austin, TX 78714 or their Ombudsman at 800-MEDICARE or [www.cms.hhs.gov/center/ombudsman](http://www.cms.hhs.gov/center/ombudsman).