

Patient Rights and Responsibilities

As a patient of Brazosport Regional Health System, you have the right to:

Treatment

- Receive complete and current information concerning your diagnosis, treatment and prognosis in terms you can be reasonably expected to understand.
- Request a second opinion from another physician.
- Participate actively in determining a course of treatment for yourself.
- Refuse treatment and be told what effect this may have on your health, and to be informed of the other potential consequences of refusal.
- Designate an individual to represent you in making decisions regarding your treatment and healthcare. This includes, as allowed by law, an individual who may accept (or refuse) care, treatment and services on your behalf.
- Involve your family in care, treatment, and services decisions to the extent permitted by you or your surrogate decision-maker.
- Receive information about the outcomes of care, treatment, and services that you need in order to participate in current and future health care decisions.
- Receive equal treatment at all times and under all circumstances, regardless of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, veteran status, family responsibilities, education, disability, illness, infectious disease, matriculation, political affiliation, source of income or place of residence or business.
- Receive treatment free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- Receive considerate and respectful care, support for personal dignity and privacy in a clean and safe environment.
- Refuse to take part in research.
- Receive respect for cultural, psychosocial, spiritual and personal values, beliefs and preferences. Pastoral and other spiritual services are available upon request.
- Limit those persons who visit you.
- You have the right to be free from restraints and seclusion of any form that are not medically necessary.
- Access protective and advocacy services. A list of services will be provided upon request.
- Be advised should the hospital propose to initiate court proceedings pertinent to your course of treatment.

Pain Management

- You have the right to expect that the hospital will manage your pain so as to minimize the amount of pain you experience so long as it does not interfere with your physicians ability to diagnose and/or treat your illness.
- Receive care committed to the prevention and management of pain.

Communication

- Receive information that you need to give informed consent for any proposed procedure or treatment, including information related to the risks, benefits and alternatives to the proposed procedure or treatment in light of your condition and current medical knowledge.
- Know by name the physicians, nurses and other staff members responsible for your care.
- Have your own physician promptly notified of your admission to the hospital.
- Have language-interpreter services arranged by the hospital.
- Have information presented in a manner that meets your needs when there is a vision, speech, hearing, or cognitive impairment.
- To have a family member, friend, or other individual to be present with you for emotional support during the course of stay, unless medically or therapeutically contraindicated or if it infringes on others' rights or safety.
- To designate anyone who may visit you in the hospital, regardless of whether the visitor is a family member, spouse, domestic partner (including same-gender domestic partner), or other type of visitor.
- To be informed about unanticipated outcomes of care, treatment, and services that relate to sentinel events considered reviewable by The Joint Commission. Additionally, the physician responsible for managing your care, treatment, and services (or their designee) will inform you about unanticipated outcomes of care, treatment, and services related to sentinel events when you are not already aware of the occurrence or when further discussion is needed.

Billing

- Examine and receive an explanation of your bill.
- You have a right to review your medical record and/or to receive a copy of your record. (You may be charged for this service.)

Confidentiality

- All information and records regarding your care will be handled confidentially. Access, request amendment to and receive an accounting of disclosures regarding your health information.

Complaints

- **Grievance Procedure:**
You have the right to a prompt resolution of concerns that you may have during the course of your care. You have the right to file a verbal or written grievance with the hospital and to expect prompt resolution of such grievance. You are encouraged to make your concerns or grievances known in a timely manner so that the hospital can attempt to resolve them as quickly as possible. You may express your concerns and grievances to the following individuals:
 - A. Your immediate care giver.
 - B. The supervisor or manager of the Nursing Unit or Department responsible for the care being provided.
 - C. A Hospital Administrator or the CEO by calling Administration at 285-1825 or extension 1825. After hours dial 0 for the Operator who will page the Administrator on call.
- You may also file a complaint with a state surveyor and certifying agency. If you are dissatisfied with the care received at Brazosport Regional Health System, and you do not wish to raise the issue with a member of the hospital staff or a physician, or if your concern is not resolved by the hospital to your satisfaction, you may contact any one of the following agencies:

Texas Health and Human Svcs. Commission Medicaid/CHIP Client Hotline	1-800-252-8263
Texas Medical Board	1-800-201-9353
Texas Department of Adult and Child Protective Services	1-800-252-5400
General Medicare Information	1-800-633-4227
The Joint Commission	1-800-994-6610
Texas Medical Foundation (Complaints about Quality of Care)	1-800-725-9216
Office for Civil Rights for Texas	1-800-368-1019

Your Responsibilities

Rules and regulations pertaining to patient conduct are necessary so that all patients are treated fairly and feel secure while in the hospital. Your cooperation in the responsibilities listed below will help us provide quality care and services.

- Talk to our staff and ask questions. Good communication promotes good care. Provide information that facilitates your care, treatment, and services.
- Ask questions when you do not understand the treatment course or care decision.
- Follow instructions, policies, rules, and regulations to support quality care for you and a safe environment for all individuals in the hospital.
- Maintain civil language and conduct in interactions with hospital staff and physicians.
- Cooperate with your caregivers and follow the plan of care you, your physician and your healthcare team have agreed upon.
- Accept the consequences of your decisions; follow rules and regulations and show respect and consideration. Please make any specific care wishes, including any Advance Directive, known to your attending physician and healthcare team.
- Respect the privacy of your roommate and respect the rights of others by assisting in the control of noise and the number of visitors you receive.
- Restful recuperation for all patients is a priority at the hospital. For this reason, all interactions with the media must be coordinated with the hospital marketing department. You cannot authorize media interviews in the hospital. For questions related to media interviews, please call the marketing department at extension 1829.
- You are expected to provide all necessary information that will enable the hospital to file a claim for reimbursement for all care and services provided, in a timely manner. You are expected to promptly pay that portion of the claim for which you are personally responsible.

Patient Signature _____ Date: _____

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Chart Copy

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Patient ID