



## **Patient/Family Rights and Responsibilities**

*January 1, 2012*

At Texas Scottish Rite Hospital for Children, service to our patients and their families or representatives is our top priority. We are committed to making your hospital stay or outpatient visit as pleasant as possible. We have adopted the following Patient/Family Rights and Responsibilities to protect the interests and promote the well-being of those we serve. If, for any reason, your stay does not go as anticipated, you have the right to notify someone in Administration or pursue other channels outlined in "Concerns About Your/Your Child's Care".

### **Regarding the plan of care, you have a right to:**

- Be given a copy of the Hospital's Patient/Family Rights and Responsibilities handout;
- Be given a copy of the Hospital's Notice of Privacy Practices at acceptance or admission to the Hospital;
- Be given a copy of the "Important Message from Medicare", if you are a Medicare beneficiary and an inpatient;
- Participate in the development and implementation of your inpatient treatment/care plan, outpatient treatment/care plan, discharge plan, and pain management plan;
- Know the name and title of the individuals primarily responsible for your care, treatment, or services;
- Make informed decisions regarding your care;
- Be informed of your health status in terms and methods you can understand;
- Request or refuse treatment and be informed of the medical consequences of such refusal;
- Prompt explanation of any unanticipated outcomes of care, treatment and services;
- Be informed about your responsibilities related to your care, treatment, and services;
- Formulate advance directives and have Hospital staff and practitioners who provide their care in the Hospital comply with these directives;
- Delegate your right to make informed decisions to another person;
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the Hospital;
- The Hospital's reasonable response to your requests and needs for treatment or service, within the Hospital's capacity, stated mission, and applicable law and regulation;
- Optimized comfort and dignity if you require end of life care, including treatment of primary and secondary symptoms that respond to treatment as desired by you or your surrogate decision maker, effectively managed pain and acknowledgement of your psychosocial and spiritual concerns regarding death and your expression of grief.

### **Regarding privacy, respect, dignity and comfort, you have a right to:**

- Services regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression;
- Personal privacy;
- Receive care in a safe setting;
- Visitation by family or other designated support individual of your choice;
- Give or withhold consent prior to producing recordings, films or other images; request cessation of the production of the recordings, films, or other images or rescind consent before the recording, film or image is used.

**Regarding personal health information, you have a right to appropriate management of your personal health information as set forth in the Hospital's Notice of Privacy Practices.**

**Regarding our staff and environment, you have a right to:**

- An environment that preserves dignity and contributes to a positive self-image;
- Be free from physical, verbal, psychological or sexual abuse, neglect or exploitation;
- Be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience or retaliation by staff, unless medically necessary;
- Protective and advocacy services;
- Pastoral or spiritual care, including religious or spiritual services.

**Regarding research and donor programs, you have a right to:**

- Information regarding research, investigations or clinical trials in conjunction with or affecting your care or treatment;
- Refuse to participate in research, investigations or clinical trials or discontinue participation at any time without jeopardizing your access to care, treatment and services unrelated to the research.

**Regarding other health care services, you have a right to:**

- Emergency procedures without unnecessary delay;
- Appropriate assessment and management of pain;
- Be transferred to another facility if there is a conflict with the Hospital's mission or philosophy or capability to meet your need or request.

**Regarding quality, support and advocacy, you have a right to:**

- Exercise your rights without fear of discrimination or reprisal;
- Understand the process for lodging a complaint or grievance, have it reviewed by the Hospital and resolved when possible;
- Access to an interpreter on a reasonable basis;
- Access to an individual or agency that is authorized to act on your behalf to assert or protect your rights;
- Full information and counseling on the availability of known financial resources for your health care;
- An explanation of your statement or bill for health care services provided at the Hospital;
- Expect that the facility will provide you information about your continuing health care needs at the time of your discharge and understand the means for meeting those needs.

**You have the responsibility to:**

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives and other matters relevant to your health care;
- Behave in a reasonable and responsible manner, considering the nature of your illness;
- Ask questions or acknowledge when you do or do not understand the treatment course or care decision;
- Report unexpected changes in your condition to the responsible physician, nurse or therapist;
- Follow the treatment plan or express any concerns regarding your ability to comply with that plan;
- Arrive to scheduled appointments on time or notify TSRHC of your need to cancel or arrive late;
- Follow TSRHC policies, rules and regulations in place to support quality care and a safe environment for all individuals in the Hospital;
- Be considerate of the rights of other patients and Hospital staff by assisting in the compliance of visitation and control of noise, smoking and other distractions;
- Respect the privacy of other patients by not photographing other patients or families;
- Be respectful of the property of others and TSRHC;
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.