

Physicians Surgicenter of Houston

Patient Rights and Responsibilities

Patient Rights: As a Patient, you have the right to:

- Receive considerate and respectful care.
- Expect reasonable access to and continuity of care.
- Know the identity of physicians, nurses, and others involved in your case.
- Receive information as to any relationship of Texas International Endoscopy Center to any healthcare and educational institutions involved in your care and obtain information as to the existence of any professional relationships among individuals who are treating you.
- Know if your medical treatment is for purposes of experimental research, and to give consent or refuse to participate in experimental research.
- Be given information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis in terms you may be reasonably expected to understand.
- Receive information necessary to give informed consent prior to the start of any procedure and/ or treatment.
- Be informed by your healthcare provider of continuing healthcare requirements after your discharge from your treatment program.
- Receive a copy of a reasonably clear and understandable bill and, upon request, have the charges explained and to receive, upon request prior to treatment, a reasonable estimate of charges for medical care.
- Know what rules and regulations apply to your conduct as a patient.
- Know what support services are available, including translation and audio devices if you do not speak English, or have a hearing impairment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Have the right to be given, upon request, full information and necessary counseling on the availability of financial resources for your care.
- Participate in the consideration of ethical issues related to your care by having the right to access the Ethics Committee.
- Impartial access to medical treatment or accommodations regardless of race, national origin, religion, sexual orientation, type of disability, or source of payment.
- Be informed about your right to, and the procedures for reporting abusive, neglectful or exploitative practices.
- Expect reasonable safety in the center's practices and environment.
- Expect that care is no dependent on the presence or absence of an advance directive.
- Be informed of your rights as a patient; or when appropriate under state law for your representative to be informed of these rights, in advance of care being provided or discontinued whenever possible.
- Receive every consideration of personal privacy.
- Make informed decisions regarding your medical care and to participate in the development and implementation of your plan of care and be involved in care planning and treatment and be able to request or refuse any treatment, except as otherwise provided by law.
- Be free from all forms of abuse or harassment.
- Have a family member (or representative of your choice) and your physician be promptly notified of your admission to the hospital.
- Be free from the use of restraints or seclusion of any form that are not medically necessary.
- Have confidentiality regarding your treatment and with respect to your medical records.
- Access information contained in your medical records within a reasonable time frame, in accordance with state/federal laws and regulations.
- Retain and use personal clothing and possessions, unless contraindicated for medical, safety, space or programmatic reasons.
- Patients eligible for Medicare have the right to know, upon request, and in advance of treatment, whether a healthcare provider or facility accepts the Medicare assignment rate.

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Patient Responsibilities: As a Patient, you have the responsibility to:

- Give accurate and complete information about your condition and health history, and to maintain open and candid communication with your doctor or health care providers.
- To comply with all directions and instructions given to you by your doctor or other health care providers.
- To respect the rights of other patients, family members, visitors, and health care providers and to follow all Health Center guidelines.
- To ensure that your financial obligations associated with your health care are met in a timely manner.

Please be advised that your physician or surgeon may have an ownership interest in Physicians Surgicenter of Houston. As the patient, you or your designated representative has the right to select your healthcare provider and the facility where services will be performed.

In the State of Texas, all patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Power of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. Physicians Surgicenter of Houston respects and upholds those rights.

However, unlike in an acute care hospital setting, Physicians Surgicenter of Houston does not routinely perform "high risk" procedures. While no surgery is without risk, most procedures performed in this facility are considered to be minimal risk. You will discuss the specifics of your procedure with your physician who can answer your questions as to its risks, your expected recovery, and care after your surgery.

Therefore, it is our policy, regardless of the contents of any Advance Directive or instructions from a health care surrogate or attorney-in-fact, that if an adverse event occurs during your treatment at this facility, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care Power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care Power of Attorney.

If you wish to complete an Advance Directive, copies of the official State forms are available at our facility. If you do not agree with this facility's policy, we will be pleased to assist you in rescheduling your procedure.

As a patient, you have the right to voice a complaint regarding care you have received at our facility. Most issues can be resolved simply by speaking with your nurse, or the Clinical Director, or Administrator. Either may be reached by dialing the main telephone number, (409) 835-7070. In the event you are unable to resolve your concern and believe it to be of a serious nature, you have the right to voice a complaint to the agencies that accredit and license our facility. You may reach the Texas Department of State Health Services by dialing (888) 973-0022, or by writing Health Facility Compliance Group (MC 1979), Texas Department of State Health Services, PO Box 149347, Austin, TX 78714-9347; The Joint Commission may be reached by dialing (800) 994-6610; The Centers for Medicare and Medicaid Services may be reached by dialing (800) MEDICARE (Beneficiary Ombudsman); website: <http://www.cms.hhs.gov/center/ombudsman.asp>.