



Patient Rights and Responsibilities

Emergency Hospital Systems encourages respect for the personal preferences and values of each individual. As a patient receiving services from an EHS network healthcare facility, you should be aware of your rights and responsibilities, which are supported and protected by our care teams.

We comply with the applicable civil rights laws and do not discriminate on the basis of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy status, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state or local law. Each individual has a right to a written copy of the patient's rights and responsibilities, and will be informed of these rights and responsibilities in advance of administering or discontinuing patient care. While you are a patient within the EHS network you have the right:

Considerate and Respectful Care

- To receive ethical, high-quality, safe and professional care without discrimination
- To be free from all forms of abuse and harassment
- To be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment. This includes the right to request the facility to provide a person of one's own gender to be present during certain parts of physical examinations, and treatment or procedures performed by a health professional of the opposite sex, except in emergencies
- To be told the reason for the presence of any individual
- To have visitors leave prior to an examination and when treatment issues are being discussed

Information Regarding Health Status and Care

- To be informed of his/her health status in terms that patients can reasonably be expected to understand and to participate in the development and the implementation of his/her plan of care and treatment
- To be informed of the names and functions of all physician and other health care professionals who are providing direct care to the patient
- To be informed about any continuing healthcare requirements after his/her discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.
- To be informed of risks, benefits and side effects of all medications and treatment procedures, particularly those considered innovative or experimental
- To be informed of all appropriate alternative treatment procedures
- To be informed of the outcomes of care, treatment and services
- To appropriate assessment and management of pain
- To be informed if the hospital has authorized other healthcare and/or education institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment

Decision Making and Notification

- To choose a person to be his/her healthcare representative and/or decision maker. The patient may also exercise his/her right to exclude any family members from participating in his/her healthcare decisions.
- To have a family member, chosen representative and/or his or her own physician notified promptly of admission to the hospital

- To request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate
- To be included in experimental research only when he or she gives informed, written consent to such participation. The patient may refuse to participate in experimental research , including the investigation of new drugs and medical devices
- To formulate advance directives and have hospital staff and practitioners who provide care comply with these directives
- To leave the healthcare facility against physician’s advice to the extent permitted by law

Access to Services

- To receive, as soon as possible, the free services of a translator and/or interpreter, telecommunications devices, and any other necessary services or devices to facilitate communication between the patient and the hospital’s healthcare personnel (e.g., qualified interpreters, written information in other languages, large print, accessible electronic formats)
- To bring service animals into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, patient units where a patient is immunosuppressed or in isolation)
- To pastoral counseling and to take part in religious and/or social activities while in the hospital, unless one’s physician thinks these activities are not medically advised
- To safe, secure and sanitary accommodations and a nourishing, well-balanced and varied diet
- To access people outside the facility by means of verbal and written communication
- To have accessibility to facility buildings and grounds and recognizes the American Disabilities Act, a wide-ranging piece of legislation intended to make American society more accessible to people with disabilities
- To a prompt and reasonable response to questions and requests for service
- To request a discharge planning evaluation

Access to Medical Records

- To examine , review or obtain a copy of his/her medical record within a reasonable time frame and to have the information explained or interpreted as necessary unless access is specifically restricted by his/her physician
- To confidential treatment of all communications and records pertaining to your care. You will receive a separate “Notice of Privacy Practices” that explains your privacy rights in detail and how we may use and disclose your protected health information

Ethical Decisions

- To participate in ethical decisions that may arise in the course of care including issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life sustaining treatment, and participation in investigational studies or clinical trials

Protective Services

- To access protective and advocacy services
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, corporal punishment or retaliation by staff
- To the rights provided by any applicable state law for patients receiving treatment for mental illness or developmental disability
- To all legal and civil rights as a citizen unless otherwise prescribed by law
- To have upon request an impartial review of hazardous treatments or irreversible surgical treatments prior to implementation except in emergency procedures necessary to preserve one’s life
- To an impartial review of alleged violations of patient rights
- To expect emergency procedures to be carried out without unnecessary delay
- To give consent to a procedure or treatment and to access the information necessary to provide such consent

- To not be required to perform work for the facility unless the work is part of the patient's treatment and is done by the choice of the patient
- To file a complaint with the Department of Health or other quality improvement or accreditation organization, or any other certifying bodies if he/she has a concern about patient abuse, neglect, exploitation, patient safety, quality of care, misappropriation of a patient's property in the facility or any other unresolved complaint

Payment and Administration

- To examine and receive an explanation of the patient's healthcare facility's bill regardless of source of payment, and to receive upon request, information relating to the availability of known financial resources
- To know in advance of treatment, for Medicare eligible patients, whether or not the providers involved in the care of the patient accept the Medicare assignment rate
- To receive, upon request and prior to treatment, a reasonable estimate of charges for medical care
- To be informed in writing about the facility policies and procedures for initiation, review and resolution of patient billing complaints, including the address and telephone number of where complaints may be filed

Additional Patient Rights

- To be transferred to another facility only with full explanation of the reason for transfer, acceptance by the receiving facility, and provisions for continuing care, except in emergencies
- To get the opinion of another physician, including specialists, at the request and expense of the patient
- To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment
- To request transfer to another room if another patient or a visitor in the room is unreasonably disturbing him/her

Visitation Rights

- To be informed of his/her visitation rights, including any clinical restrictions or limitations of their visitation rights
- To designate visitors, including but not limited to a spouse, a domestic partner, family members, and friends. These visitors will not be restricted or otherwise denied visitation privileges on the basis of age, race, color, national origin, religion, gender, gender identity, gender expression, sexual orientation or disability. All visitors will enjoy full and equal visitation privileges consistent with any clinically necessary or other reasonable restriction or limitation that facilities may need to place on such rights
- To receive visits from one's attorney, physician or clergy person at any reasonable time
- To speak privately with anyone he/she wishes (subject to facility visitation regulations) unless a physician does not think it is medically advised
- To refuse visitors

Patient Responsibilities

In addition to the above rights, a patient has certain responsibilities that are presented in the spirit of trust and respect.

- To provide accurate and complete information concerning his/her health status, medical history, hospitalizations, medications and other matters related to his/her health
- To report perceived risks in his/her care and unexpected changes in his/her condition to the responsible practitioner
- To report comprehension of contemplated course of action and what is expected of the patient, and to ask questions when there is a lack of understanding
- To follow the plan of care established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders
- To keep appointments or notifying the facility or physician when he/she is unable to do so

- To be responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders
- To assure that the financial obligations of his/her healthcare are fulfilled as promptly as possible
- To follow policies, procedures, rules and regulations
- To be considerate of the rights of other patients and facility personnel
- To be respectful of the personal property of other persons in the facility
- To help staff assess pain, request relief promptly, discuss relief options and expectations with caregivers, work with caregivers to develop a pain management plan, tell staff when pain is not relieved, and communicate worries regarding pain medication
- To inform the facility of violation of patient rights and any safety concerns, including perceived risk in his/her care and unexpected changes in their condition
- To direct media representatives and photographers to the facility spokesperson for access to the facility

Notice of Nondiscrimination (ACA Section 1557 Notice)

Complaints

This provider:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact our Patient Liaison or the Patient Registration department.

If you believe that this provider has failed to provide these services or discriminated in another way on the basis of race, color, ethnicity, religion, age, culture, language, physical or mental disability, socio-economic status, sex, sexual orientation, gender identity or gender expression, you can file a grievance with:

Patient Liaison
Quality Management Department
1017 Travis Ave.
Cleveland, Texas 77327
Office: 281-592-5400, or Fax: 281-659-9790

You can file a grievance in person, by mail, or fax. If you need help filing a grievance, the Patient Liaison is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Disability discrimination complaints may also be filed with OCR by the following means:

Online:

U.S. Department of Health and Human Services
Office of Civil Rights

Complaint portal: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Or by mail or phone:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 or (TDD) 1-800-537-7697

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>