

**Your Guide to  
Patient  
Rights and  
Responsibilities**



*At United Regional, we consider you, the patient, a partner in your hospital care. In order to assist you in decision making, it is our responsibility to make sure you are well informed about your rights as our patient. By having a full understanding of your healthcare options, you will be better able to participate in your treatment decisions and communicate openly with the physician(s) and other health professionals.*

## **Your Rights**

1. Receive information about our organization, its services, its practitioners and providers, and patients' rights and responsibilities.
2. Considerate and respectful care, recognition of their dignity, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences.
3. Have family members (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
4. Designate a representative to participate in care and treatment.
5. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
6. Receive information about your health status, course of treatment, prospects for recovery and outcome of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.

7. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
8. To have a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
9. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
10. Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
11. Reasonable responses to any reasonable requests made for services.
12. The right, subject to your consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time, and to be informed of any clinical restriction or limitation on such rights.
13. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.

14. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patient rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
15. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
16. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. 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.
17. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
18. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
19. To have reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
20. Be informed, by the physician, or a delegate of the physician, of continuing health care requirements following discharge from the hospital. Upon your request, a friend or family member may be provided with this information also.
21. Know which hospital rules and policies apply to your conduct while a patient.

22. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. Designate a support person to be present throughout the stay unless restricted by policy and to make decisions regarding visitation.
23. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
24. To access information contained in your medical record within a reasonable time frame. The hospital must allow you to gain access to your medical record and must actively seek to meet these requests as quickly as its record keeping system permits.
25. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status or the source of payment for care.
26. File or voice a complaint, grievance, and appeal or seek independent assessment about the organization, the care provided, or their rights as a patient; and to receive a timely response from the organization without reprisal or prejudicial treatment.
27. File a complaint with the State Department of Health Services or The Joint Commission regardless of whether you use the hospital's grievance process.
  - Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181  
1-800-994-6610
  - Texas Department of State Health Services  
Patient Quality Care Unit Health Facility Compliance  
P.O. Box 149347  
Mail Code 1979  
Austin, TX 78714-9347  
1-888-973-0022

## **Your Responsibilities**

1. Provide, to the extent possible, information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition to the medical provider.
2. To follow the plans and instructions for care that they have agreed on with their practitioners. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and treatment by the physician's orders.
3. Keep appointments and when unable to do so, to notify the responsible medical care provider or medical facility.
4. Accept ownership for their actions, if they refuse treatment or do not follow the medical provider's instructions.
5. Assure the financial obligations for their health care treatment are fulfilled as promptly as possible.
6. Follow all medical facility rules and regulations affecting care and conduct.
7. Be considerate of the rights of other patients and medical facility personnel. Be respectful of the property of other persons and of the medical facility.

## **Communication**

Translation services are available to patients and their families. Our primary method of communicating with persons with limited English proficiency is the telephone language line which will provide a certified interpreter in most languages. For those with hearing impairment, the hospital will provide an interpreter who signs American Sign Language, either via an internet web cam or in person.

TDD (Telecommunication Device for the Deaf) phones and closed caption televisions are available for those with hearing impairments. For assistance with any communication need, please contact your nurse or your Patient Advocate.

*If you, your family member or representatives have questions regarding patient rights and responsibilities, we encourage you to contact a Patient Advocate by calling 764-3685 or 764-3687.*

---

*United Regional complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.*

*ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.  
Llame al 1-940-764-7000 (TTY: 1-800-735-2989).*

*CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.  
Gọi số 1-940-764-7000 (TTY: 1-800-735-2989).*

