



Patient Rights and Responsibilities

These rights can be exercised on the patient's behalf by a designated surrogate or proxy decision maker (if the patient lacks decision-making capacity), is legally incompetent or is a minor.

Patient Rights

Access of Care

You have the right to access treatment available or medically indicated regardless of race, color, religion, creed, sex, sexual preference or national origin. The hospital must provide evaluation, service and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when you have requested, you may be transferred to another facility if the receiving facility accepts the transfer. You have the right to know the risks and benefits associated with such transfer.

Notice of Rights

You have the right to be informed of your rights before care is started or discontinued, when possible.

You have the right to receive a written copy of these patient rights and to have these rights followed by your physician, nurses and other healthcare staff.

You have the right to quality, considerate and respectful care.

You have the right to know the identity of physicians, nurses and others involved in your care.

You also have the right to know if those involved are students, residents or other trainees.

You have the right to prompt resolution of grievances. If there are any delays in the grievance process, you will be kept informed of such delays and the expected date of completion.

You have the right to communicate complaints or grievances while in the hospital to staff present, which may include your physician, nurse or patient representative. The patient representative can be reached at (940) 62-8362. The director of quality management can be reached at (940) 612-8610 to address your concerns also. After discharge, please communicate your complaint to the quality management department.

You have the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic care options when hospital care is no longer appropriate.

You have the right to ask and be informed of the existence of business relationships among the hospital, educational institution, other healthcare providers or payers that may influence your treatment or care.

You have the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.

Exercise of Rights

You have the right to participate in making care decisions. You have the right to participate in the development and implementation of your plan of care.

You or your legal representative (as allowed under state law) has the right to make informed decisions regarding your care. Your rights include being informed (diagnosis and prognosis), being involved in care planning and treatment, including discharge planning and pain management.

You have the right to refuse or request care if you are competent. This right must not be used in a manner to demand the provision of treatment or service that is medically unnecessary or inappropriate. This includes the right to refuse any drug, treatment or procedure offered by the hospital to the extent permitted by law and hospital policy.

Except in emergencies when a patient lacks decision-making capacity and the need for treatment is urgent, you have the right to discuss and request information related to specific procedures and/or treatments, the risks and benefits and the possible length of recuperation. You also have the right to be informed about medically reasonable alternatives and those accompanying risks and benefits.

You have the right to have a family member or representative and your own physician notified promptly upon your admission to the hospital.

You have the right to formulate an advance directive and have staff and practitioners provide care in the hospital that honors the intent of these directives as permitted by law or hospital policy.

You have the right to consent or decline to participate in research studies or human experimentation and to have those studies fully explained to you prior to consent. If you should decline, then you are entitled to the most effective care the hospital can otherwise provide.

Except for any clinically necessary or reasonable restriction or limitation imposed by us, you have the right to receive the visitors you designate, including but not limited to a spouse, a domestic partner (including a same-sex domestic partners), another family member or a friend.

You have the right to withdraw your consent to visitation by any individual at any time.

Privacy and Safety

You have the right to personal privacy. Case discussion, consultation, examinations and treatment should be conducted in a manner that reasonably safeguards your privacy.

You have the right to receive care in a safe setting.

You have the right to be free from all forms of abuse, neglect and harassment.

Confidentiality of Patient Records

You have the right to access information contained within your medical record within a reasonable time frame.

You have the right to expect all communications and records pertaining to your care will be treated as confidential information, except in cases when reporting is permitted or required by law. You have the right to expect that the hospital will emphasize the confidentiality of this information when it releases to other parties entitled to review information, except when restricted by law.

Restraint from Acute Medical and Surgical Care

You have the right to be free from restraints of any form (either physical or pharmaceutical) unless clinically necessary or in an emergency situation to protect you or others from harm.

Communications

If you cannot communicate with the hospital staff because you do not speak English or are not proficient in English, or you have communications challenges such as deafness, low vision or blindness, you shall have access, where possible, to an interpreter and/or technology to assist with communication.

Complaints

If you have a complaint, please give us the opportunity to address your concerns by notifying a patient representative or the director of quality management. You are not required to contact NTMC, and you may also file a complaint with the following state agencies.

Physician Issues:

Texas Medical Board Investigations Department
MC-263 PO Box 2018
Austin, TX 78768-2018
1-800-201-9353

Hospital Care Issues:

Health Facility Compliance Group / MC 1979
Texas Department of State Health Services
1100 West 49th Street
Austin, TX 78756
1-888-973-0022

Patient Responsibilities

You have a responsibility to provide accurate and complete information related to your health, which includes present complaints, past illnesses, hospitalizations, surgeries, current medications and any allergies you have. Unexpected changes in your condition should also be reported.

You have the responsibility to inform your healthcare provider if you do not understand your treatment plan or what is expected of you.

You are responsible for providing necessary and accurate information for insurance claims processing and to fulfill financial obligations promptly.

Provision of Information

You are responsible for following your treatment plan and instructions given by healthcare providers.

You are responsible for keeping your appointment and for notifying the appropriate person if you are unable to keep your appointment.

Refusal of Treatment

You are responsible for your actions and resulting outcomes if you choose not to follow your treatment plan or other instructions.

Respect and Consideration

You are responsible for being considerate of the rights of other patients and hospital personnel who need you to control noise and the number of visitors at the hospital. This includes being responsible of others' property and the hospital facility.