

Patient Rights & Responsibilities

Bringing you excellent health care is not only our mission and commitment, it is our life. Our entire focus is on your individual healthcare needs. Our goal is to respect your dignity and choices. Be assured every patient receives equal attention and equal access to all of our services. There is no discrimination in regard to race, religion, age, sex, sexual orientation or gender identity, disability or economic status.

This listing of your rights serves to inform you of your options regarding treatment or refusal of treatment. These rights apply to all patients. If you are unable to exercise any or all of these rights, it is Texas law that your guardian, next of kin or legally authorized representative may exercise these rights on your behalf. By complying with this list of responsibilities you are enabling us to understand and respond to your medical needs in an appropriate manner.

As a University Health System patient, you have the right, within the limits of law, to:

- be informed of your rights as a University Health System patient, including information about the Health System's patient rights policy and the Health System's mechanism for resolving patient complaints and grievances;
- be informed of your health status, and participate in the development and implementation of your plan of care, including information on how to quit smoking;
- request or refuse treatment, including information regarding the consequences of refusing treatment;
- the information necessary to enable you to make treatment decisions that reflect your wishes;
- create advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives;
- have a family member or representative of your choice and your own doctor notified promptly of your admission to the hospital;
- effective management of pain;
- personal privacy;
- receive considerate and respectful care in a safe setting;
- be free from all forms of abuse and harassment;
- the confidentiality of your clinical records;
- access information contained in your clinical records;
- be informed of any research or educational projects affecting your care or treatment;
- examine and receive an explanation of the bill for your services;
- freedom from seclusion and restraints, including physical restraints and drugs, unless seclusion or restraint is medically necessary or is imposed to ensure your safety in emergency situations;
- request spiritual guidance;
- appoint a surrogate to make healthcare decisions on your behalf;
- participate in the consideration of ethical issues that arise in your care; and
- a reasonable response to your requests and needs for treatment or service, within the hospital's capacity, its stated mission, applicable law and regulation.

As a University Health System patient, you have the responsibility to:

- provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, alternative therapy and other matters relating to your health;
- report unexpected changes in your condition to your doctor or nurse;
- inform your doctor or nurse if you do not understand the plan of treatment and what is expected of you;
- know and follow the treatment plan prescribed by your medical team;
- make and keep appointments and notify the appropriate staff when unable to do so;
- accept responsibility for outcomes related to refusing treatment or not following the medical team's instructions;
- pay your bill or make arrangements to pay your bill within 30 days;
- demonstrate consideration for the rights of visitors, staff and other patients (including another patient's right to confidentiality); and
- respect University Health System property and the property of other persons.

For more information about patient rights, policies, resolution of complaints or to submit compliments, please contact the Patient Relations Department at (210) 358-0600. You have the right to file a grievance with the Texas Department of State Health Services directly, regardless of whether you have first used the hospital's grievance process.

Texas Department of State Health Services

1100 W. 49th St.

Austin, Texas 78756

Information/Complaint Hotline: 1-888-973-0022.

Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

Or call (800) 994-6610, or Fax to (630) 792-5636

E-mail to complaint@jointcommission.org



**University
Health System**