

Patient Rights & Responsibilities



Clear Lake Regional MEDICAL CENTER

As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

You Have the Right to:

- be informed of the hospital's rules and regulations as they apply to your conduct.
- expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
- receive considerate, respectful care at all times and under all circumstances.
- expect prompt and reasonable responses to your questions.
- know who is responsible for authorizing and performing your procedures or treatments.
- know the identity and professional status of your caregivers.
- know what patient support services are available, including access to an interpreter if language is a problem.
- have access to your medical records according to hospital policy.
- be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis and any continuing healthcare requirements after your discharge in terms you can understand.
- be informed of medical alternatives for care or treatment.
- refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.
- receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap, or sources of payment.
- know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- participate in the decision-making process related to the plan of your care.
- have access to professionals to assist you with emotional and/or spiritual care.
- exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
- participate in the discussion of ethical issues that may arise.
- express concerns regarding any of these rights in accordance with the grievance process.
- formulate Advance Directives and appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law.

Patient Rights & Responsibilities (cont'd)

You are Responsible for:

- ➔ providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
- ➔ reporting unexpected changes in your condition to your health care providers.
- ➔ informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
- ➔ following the treatment plan recommended by your health care providers.
- ➔ keeping appointments and, if you cannot, notifying the proper person.
- ➔ knowing the consequences of your own actions if you refuse treatment or do not follow the instructions of healthcare providers.
- ➔ being considerate of the rights of other patients and hospital personnel, and to follow hospital policy and regulations regarding care and conduct.

Equal Rights of Patients Policy

It is the policy of Clear Lake Regional Medical Center to care for all patients equally regardless of sex, race, ethnic background, religion, or handicap. It is our policy to make a good faith effort to provide nondiscriminatory care and services. This effort is supported by the following:

- Accessible building and grounds
- Availability of bilingual translators and, whenever practical, written translation of documents
- Availability of telecommunication devices for the hearing disabled
- Availability of closed-caption televisions for the hearing disabled
- Availability of sign language interpreters for the hearing disabled
- Availability of physical assistance for the blind and individuals with other disabilities
- The posting of the Patient's Rights Statement

Concerns

Our goal is for every patient to be VERY SATISFIED with the care and services received at Clear Lake Regional Medical Center. If you have concerns about the care you or your family member received, we encourage you to speak with your physician or your nurse. If you feel that your issue wasn't resolved, or if you have a patient safety and/or quality of care concern to report to hospital management:

Call any manager, director or administrative staff member during regular business hours at (281)332-2511; after hours, please call the same number and ask for the administrator-on-site.

Contact our Patient Advocate at (281)338-8986

Write a letter to :

Hospital Administration
500 Medical Center Boulevard
Webster, TX 77598

Contact The Joint Commission at 1(800)994-6610; for more information about this program, go online to www.jointcommission.org/generalpublic

Contact the Department of State Health Services at 1(888)973-0022, or write a letter to the following:
Health Facility Licensing and Compliance Complaints
Department of State
Health Services, 1100 West 49th Street
Austin, Texas 78756-3199