

## **BAYLOR SCOTT & WHITE SURGICARE CENTENNIAL**

### **PATIENT RIGHTS AND RESPONSIBILITIES**

- Patients are treated with respect, consideration and dignity
- Patients are provided appropriate privacy
- Patient disclosures and records are treated with confidentiality, and patients are given the opportunity to approve or refuse their release, except when release is required by law.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis before it is performed. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or a legally authorized person.
- Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Patient has the right to exercise an Advance Directive.
- Patients have the right to be informed of services available at the facility, provision for after-hours and emergency care, fees for service, payment policies, and the credentials of healthcare professionals.
- The patient has the responsibility to provide complete and accurate information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements, and any allergies and sensitivities.
- The patient has the responsibility to follow the treatment plan prescribed by his/her provider and participate in his/her care.
- The patient has the responsibility to provide a responsible adult to transport him/her home from the facility and remain with him/her for twenty-four (24) hours, if required by his/her provider.
- The patient has the responsibility to inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
- The patient has the responsibility to accept personal financial responsibility for any charges not covered by his/her insurance.
- The patient has the responsibility to be respectful of all health care professionals and staff, as well as other patients.
- Patients are informed of their right to change their provider if other qualified providers are available.
- Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.
- The patient has the right to be free of all forms of abuse and harassment.
- The patient's health information is handled with privacy and security.
- If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patients' rights to the extent allowed by the State law.

#### **FOR COMPLAINTS:**

**Contact the Administrator of this facility at 214-619-0120**

**Texas Department of Health at 1-888-973-0022, P.O. Box 149347, Austin, TX 78714-9347**

**Web site for the Medicare Beneficiary Ombudsman:**

[www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html). **or 1-800-633-4227**