

Baylor Scott & White Medical Center – Sunnyvale

As a patient of Baylor Scott & White Medical Center – Sunnyvale, you or your legally responsible party has certain rights and responsibilities. We feel that if you understand them, you can contribute to the effectiveness of your treatment and to the quality of patient care. The following is a list of the Patient Rights and Responsibilities which reflect our concern and commitment to you as a patient, family member or guardian of a patient.

PATIENT RIGHTS

You have the right:

1. To have access to medically indicated treatment regardless of age, race, sex, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sexual orientation, gender identity or expression.
2. To refuse any care, therapy, drugs, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.
3. To have the staff promptly notify a family member/representative and your physician of your admission to the health care facility.
4. To receive considerate and respectful care. To know the names of the doctors, nurses and any other health care workers and staff that is caring for you.
5. To have your cultural, psychosocial, spiritual, religious, and personal values, beliefs and preferences respected.
6. To participate in decisions regarding your care, treatment, and services.
7. To be informed about your care, treatment and services, including the risks, benefits and other care options.
8. To formulate an advance directive (such as a Living Will or Durable Power of Attorney for Health Care) with the expectation that the staff and practitioners will honor the directive to the extent permitted by law and Baylor Scott & White Medical Center – Sunnyvale policy.
9. To ask about and discuss the ethics of your care, including resolving any conflicts that might arise such as deciding against, withholding, or withdrawing life-sustaining care.
10. To designate a support person, if needed to act on your behalf to assert and protect your patient rights, and to be present with you during your stay, unless restrictive criteria are met.
11. To expect that, within capacity and policies, the health care facility will make a reasonable response to any patient's request for appropriate and medically indicated care and services, including the management of pain.
12. If requested or if medically appropriate and legally permissible, you may be transferred to another facility after being informed about the need for, risks, benefits, and alternatives to transfer.
13. To personal privacy, to receive care in a safe setting, and free from neglect, exploitation, verbal, mental, physical, and sexual abuse.
14. To decide if you want visitors or not while you are here. The hospital may need to limit visitors to better care for you or other patients.
15. Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer, for talking about your health care. This also includes providing you with the needed help if you have vision, speech, or hearing impairments.
16. To be free from restraints of any form that is not medically necessary.
17. To confidentiality of your clinical records, except in such cases as suspected abuse or public health hazards and/or when reporting is permitted or required by law.
18. To access and/or request amendment to information contained in your clinical records within a reasonable time frame, and to have the information explained or interpreted as necessary, except when restricted by law and/or as long as it does not interfere with treatment.
19. To consent or decline to take part in research affecting your care.
20. To expect the hospital to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.
21. To examine and receive an explanation of your bill, regardless of source of payment. You have the right to know about payment methods.
22. To expect reasonable continuity of care when appropriate and to be informed of realistic care alternatives when the health care facility services are no longer appropriate.
23. To receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
24. To ask questions about the care you are receiving. Contact your nurse, or if you wish for your nurse to contact your physician, a call will be placed to that physician or to the physician who is covering your care that day.

Problem Resolution

To voice a concern about your stay and be involved in resolving dilemmas about care, treatment and services: Your concerns are very important to us and we would appreciate the opportunity to resolve them. If you have a concern/grievance, please speak with the staff or request to speak with the unit/department supervisor/manager. If you would rather express the concern/grievance to a patient liaison, call 972.892.3000. If you prefer to contact an outside agency instead of a patient liaison, you may also contact the Texas Department of State Health Services, PO Box 149347, Austin, TX 78714-9347, 888.973.0022 or email hfc.complaints@dshs.state.tx.us. If you have concerns about patient care and safety in the hospital, that has not been addressed by the hospital, you may contact The Joint Commission at 800.994.6610 or patientsafetyreport@jointcommission.org.

Medicare beneficiaries with grievances regarding quality of care, coverage decisions, or premature discharge, have a right to refer their complaint for review by the Quality Improvement Organization, a group of doctors who are paid by the federal government to review medical necessity, appropriateness, and quality of hospital treatment furnished to Medicare patients. Contact:

TMF Health Quality Institute
Review and Compliance
Bridgepoint 1, Suite 300
5918 West Courtyard Drive
Austin, TX 78730-5036
800.725.9216

PATIENT RESPONSIBILITIES

As a patient, family member, or guardian at Baylor Scott & White Medical Center – Sunnyvale, we ask that you:

1. Providing, to the best of your knowledge, accurate and complete information about present symptoms, reason for your visit, past illnesses, hospitalizations, use of medications (prescribed, non-prescribed and herbals), and other matter relating to your health.
2. Helping ensure your safety by knowing your health care providers and reporting concerns, perceived risks, or unexpected changes in your care, treatment, medical condition and/or service provided to you.
3. Speaking Up/Asking questions when you do not understand what you have been told about your diagnosis, medical tests, treatment plan, medications, care, or what you are expected to do.
4. Participating in decisions about your treatment and following the care, service or treatment plan developed. You should express any concerns you have about your ability to follow and comply with the proposed care plan or course of treatment to staff and/or your physician. If you choose not to follow your treatment plan, you are responsible.
5. Provide a copy of your Advance Directive, Living Will, and Durable Power of Attorney for health care, and any organ/tissue donation permissions to the health care professionals taking care of you.
6. Following the health care facility's rules and regulations concerning patient care and conduct.
7. Being considerate and respectful of the health care facility's personnel and property.
8. Providing information for insurance and working with the health care facility to arrange payment when needed.
9. Promptly meeting any financial obligation agreed to with the health care facility.
10. Being considerate of other patients, helping control noise and disturbances, abiding by non-smoking policies, and respecting others' property.

For more information about your rights and responsibilities or to give us feedback on your care, please contact Baylor Scott & White Medical Center – Sunnyvale Patient Relations at 972.892.3000.