



Patient Rights and Responsibilities

Please align Patient Label with bottom line for auto filing.

This document serves to inform you of your rights and responsibilities as a patient at University Health System. If you are unable to exercise any or all of these rights, Texas law requires that your guardian, next of kin or legally authorized representative may exercise these rights on your behalf.

University Health System prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

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;
◆ prompt resolution of complaints or grievances;
◆ receive information in a manner you can understand;
◆ participate in the development and implementation of your plan of pain management and your plan of care;
◆ request or refuse treatment, and receive written information regarding, consequences of refusing care, treatment, and services;
◆ be provided with the information necessary to enable you to make informed decisions regarding your care;
◆ 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 physician be notified promptly of your admission to the hospital;
◆ receive visitors whom you designate during your hospitalization;
◆ designate a support person to be present throughout your stay and to make decisions regarding visitation;
◆ assessment and effective management of pain;
◆ personal privacy;
◆ receive dignified and respectful care in a manner that supports your dignity and contributes to a positive self image;
◆ be free from all forms of abuse, neglect, exploitation, and harassment;
◆ the confidentiality of your health information;
◆ access to protective and advocacy services;
◆ access information contained in your medical records within a reasonable period of time;
◆ be informed about unanticipated outcomes of care, treatment, and services;
◆ be informed of any research, investigation, or clinical trials involved in your care, treatment, and services;
◆ be informed of the name of the physician or other practitioner responsible for your care, treatment, or services;
◆ be free from restraints and/or seclusion in any form that are not medically necessary;
◆ pastoral or other spiritual services;
◆ designate a surrogate to make health care decisions on your behalf; and
◆ participate in the consideration of ethical issues that arise in your care.

You have the responsibility to:

- ◆ provide, to the best of your knowledge, accurate and complete information about presenting 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;
◆ ask questions if you do not understand the plan of treatment and what is expected of you;
◆ express any concerns you have about your ability to follow the treatment plan prescribed by your medical team;
◆ accept the consequences for outcomes related to refusing treatment or failure to follow the recommended course of treatment or using other treatments;
◆ demonstrate consideration for the hospital's rules concerning patient care and conduct, the rights of visitors, staff and other patients (including another patient's right to confidentiality);
◆ respect Health System property and the property of other persons;
◆ promptly meet financial commitments agreed to with the Health System

For more information about patient rights, policies, resolution of complaints or to submit feedback, 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 and/or The Joint Commission Division of Accreditation Operations Office of Quality Monitoring directly, regardless of whether you have used the Health System's grievance process.

The Texas Department of State Health Services Information/Complaint Hotline is 1-888-973-0022. Texas Department of Health 1100 W. 49th St. Austin, Texas 78756.

The Joint Commission Division of Accreditation Operations Office of Quality Monitoring One Renaissance Boulevard Oakbrook Terrace, IL 60181 or call (800) 994-6610, or Fax to (630) 792-5636 E-mail to complaint@jointcommission.org

I have fully read this Patient Rights and Responsibilities form. I fully understand its contents. I am signing this as my free and voluntary act.

Signature Patient OR Legally Responsible Person Relationship if not Patient Date Time

Witness Signature Date Time