



PATIENTS RIGHTS AND RESPONSIBILITIES

Patients have the right to dignified & respectful care including:

- Consideration of psychological, spiritual & cultural needs and specialist at the patient's own expense.
- A reasonable response to a patient needs and request within the hospital's capacity stated mission and applicable laws and regulations.
- Confidentiality of information related to care.
- The right to be treated in a safe environment that is free of psychological threat.
- The right to access protective services including, but not limited to, guardianship and advocacy services, state survey and certification agencies and the state ombudsman program.
- The right to the therapies which are aimed at optimizing comfort and alleviating pain.

Patients have a right to access including:

- The right to access programs and services provided by this facility and required by the patient's medical condition regardless of race, creed, religion, age, sex, sexual preference, national origin, social disability, marital status or veteran status.
- The right to expect that architectural or attitudinal barriers identified by the patient will be addressed and whenever feasible these barriers will be modified or corrected.
- The right to expect continuity of care and to expect that they will not be discharged or transferred to another facility without prior notice, except in the case of a medical emergency and within the confine of legal regulations.
- The right to understand programs and services offered.
- The right to have interpretation services provided, at no cost to the patient, when required to assure that the patient understands the services, healthcare issues and choices to be made.

Patients have the right to give informed consent including:

- The right to know and understand the patient's physical condition.
- The right to formulate advance directives.
- The right to appoint a surrogate to make health care decisions on the patient's behalf to the extent permitted by law.
- The right to be informed of all hospital rules and regulations governing patient conduct and to understand the procedures for registering a complaint.
- The right to accept medical care or refuse treatment, as permitted by law and to be informed of the medical consequences of refusal.
- The right to access the information contained in your medical records within the limits of the law and according to hospital procedures.
- The right to know the identity, professional status and institutional affiliation of any caregiver.
- The right to request an itemized statement of all services provided.
- The right to be informed of and approve of any research or educational projects which affect care or treatment.

Patients have the right to participate in treatment planning:

- The right to participate in the development of your treatment plan or goals.
- The right to consult with another physician or caregiver.
- The right to participate in the consideration of ethical issues that arise.
- The right to have family participation in care decisions.
- The right to voice complaints and expect resolution without compromise to the quality of care the patient receives.

Patients have a right to confidentiality including:

- The right to expect all communication and records regarding care will be held confidential unless approval for release of information is approved by the patient or guardian.
- The right to privacy regarding visitors, mail and phone conversations.
- The right to visual and acoustic privacy during treatment.

Patients have a right to security including:

- The right to security of patient's personal being.
- The right to security of patient's possessions.
- The right to an environment that supports safety from environmental hazards.

Patients have the right of support of their spiritual needs including:

- The right to pastoral care.
- The right to participate in spiritual activities to the extent that these activities do not impose on the rights of others.

Patients have the right to be free from restraints including:

- The right to be free from physical or chemical restraints unless an emergency situation exists which requires restraints to ensure the patient's physical safety when less restrictive interventions have been ineffective.

PATIENT RESPONSIBILITIES

Patients have the following responsibilities:

- The responsibility to provide complete and accurate information about their health.
- The responsibility to ask questions when they do not understand what they have been told.
- The responsibility to participate in the development of the treatment plan and goals.
- The responsibility to attend scheduled treatment sessions and participate in activities prescribed in the treatment plan.
- The responsibility to report the effects of the treatment given.
- The responsibility for considering the right of other patients and hospital personnel during both inpatient and outpatient treatment.
- The responsibility to act with consideration and respect of other patients.
- The responsibility for payment for services rendered in accordance with any agreement made with the facility.
- The responsibility to accept the consequences of not following instructions.

Horizon Medical Center
Complaints/Grievances:
940-565-8570

Texas Department of State
Health Services – Hospital
Complaints
1-888-973-0022

To Report Suspected Abuse &
Neglect
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