

PATIENTS RIGHTS AND RESPONSIBILITIES

A RIGHT TO:

1. Informed consent for:
 - Care that includes the risk, benefits, treatment alternatives and consequences of not adhering to the treatment plan
 - Scientific and other visitors to be present during a procedure
 - Participation in clinical trials and investigative studies
2. Designate a surrogate decision-maker
3. Involve or not involve your family in your care and related decisions
4. Participate in treatment decisions, ethical issues and in conflict resolution concerning your care, except when such participation is contraindicated for medical reasons
5. Refuse care
6. Pain management and comfort measures
7. Know the names and professional status of caregivers
8. Information about fees and payment schedules
9. Protection of privacy of your person and confidentiality of your personal and financial information that is consistent with federal and state laws and of your medical information except in the event of an emergency in which case the medical record would be transferred with you to the receiving medical facility.
10. Protection of your safety and security
11. Respect for your personal values and beliefs, be treated with respect consideration and dignity
12. Personal expression, privacy and dignity.
13. Information concerning your condition/ procedure and instruction for care after discharge and be informed of your diagnosis and treatment.
14. Information on conflict resolution and the grievance process
15. Present an Advance Directive, however it is the policy of this facility *to not honor* an Advance Directive, as life saving measures are made in the event of an emergency. The advance directive is kept with your medical record in case you are transferred to another medical facility in the event of an emergency.
16. Present a complaint concerning the surgery center, your care, or a surgery center employee, without your care being adversely affected.

A RESPONSIBILITY TO:

1. Provide accurate and complete information about complaints, past illnesses, hospitalization, medications, advance directives, and other matters of care
2. Acknowledge when you do not understand a treatment or plan of care; discuss any concerns you may have about taking pain medication or with other comfort measures.
3. Have a responsible adult provide transportation and to assist with your care during the first 24 hours post-op.
4. Provide a telephone number where you can be contacted within the first three days post-op
5. Discuss pain relief options with our healthcare team and work with them to develop your pain management plan.
6. Ask for pain relief when pain first begins; do not wait until your pain becomes unbearable.
7. Conduct yourself in a quiet and orderly manner.
8. Follow/participate in the treatment plan developed with your health care provider.
9. Be considerate of the rights of other patients and have respect for the property of other patients and the surgery center.
10. Assure that the financial obligation for your care is fulfilled as promptly as possible.

PROCESS TO FILE A COMPLAINT:

It is the mission of this organization to provide care that we would wish for our loved ones and ourselves. We welcome suggestions, complaints, as well as appreciation, and your feedback is important to help us improve patient care and environment.

Any complaints may be directed to the administrator of Texas Midwest Surgery Center at 325.677.6555. If this venue does not provide you with an acceptable resolution, the Texas Department of Health is the responsible agency for ambulatory surgical center complaint investigations. Any complaints may be submitted to the Director, Texas Department of Health, Health Facility Compliance Division; 1100 West 49th Street; Austin, Texas 78756. 1-888-973-0022