



The success of any course of medical treatment depends on the quality of the relationship between the patient and the medical care providers. Lines of communication must remain open. The patient Bill of Rights will help you know what to expect during your stay. The Patient's Responsibilities will help you know what is expected of you as a patient. If the patient is a minor or has a guardian, the rights and responsibilities of the patient transfer to the parent(s) or guardian. **Please feel free to ask questions about any of these rights that you do not understand. If you have questions about these rights, please discuss them with your doctor or nurse or the hospital's Patient Advocate.**

Your Rights

You have the right to **Communication**:

- Have a patient representative that you choose, or your doctor notified when you are admitted to the hospital.
- Receive information in a way that helps you understand your care. This includes interpretation and translation services, free of charge, if you are not fluent in English or are hearing impaired.
- Have another approved person, if needed, act on your behalf to assert and protect your patient rights.
- Limit who knows about your being in the hospital, and to decide if you want visitors or not while you are here. The hospital may need to limit or stop visitors to better care for you or to protect other patients, visitors, and staff.

You have the right to make **Informed Decisions**:

- Receive the information about your current health, outcomes, care, recovery, ongoing healthcare needs, and future health status in terms that you understand. This includes interpretation and translation services.
- Be informed about proposed care options including the risk and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected. You may need to sign your name before the start of any procedure and/or care. "Informed consent" is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care.
- Choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.
- 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.
- Decide to take part or not take part in research or clinical trials that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.

You have the right to create **Advance Directives**:

- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care. You have the right to have hospital staff comply with these directives.
- 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.

You have the right to **Care Planning**:

- Receive a proper medical screening exam to determine treatment.
- Participate in the care that you receive in the hospital
- Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the hospital.
- Receive a prompt and safe transfer to the care of others when this hospital is not able to meet your request or need for care or service. You have the right to know why a transfer to another health care facility might be required, as well as learning about other options for care. The hospital cannot transfer you to another hospital unless that hospital has agreed to accept you.

You have the right to designate and receive **Visitors**:

- Designate, and receive visitors, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), family members and friends, subject to Justified Clinical Restrictions which may be imposed on your visitation rights to provide safe care to you or other patients.
- Withdraw or deny consent to visitors at any time.
- Appoint a family member, friend or other individual who is at the Hospital to be the Support Person who may exercise your visitation rights on your behalf if you are unable to do so.
- All visitors designated by you (or Support Person where appropriate) shall enjoy visitation privileges that are no more restrictive than those that immediate family members would enjoy, and the hospital shall not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

You have the right to **Care Delivery**:

- Receive care in a safe setting free from any form of abuse, harassment, and neglect.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names of doctors and nurses providing care to you and the names and roles of other health care workers and staff that are caring for you.
- Request a consultation by another health care provider.
- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive care free from restraints or seclusion unless necessary to provide medical, surgical, or behavioral health care.
- Receive efficient and quality care with high professional standards that are continually maintained and reviewed.

You have the right to **Privacy and Confidentiality**:

- Be interviewed, examined, and discuss your care in places designed to protect your privacy
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all communications and records related to care, including who is paying for your care, to be treated as private.
- Review Midland Memorial Hospital's Notice of Privacy Practices.
- Review and request copies of your medical record unless restricted for medical or legal reasons.

You have the right to **Hospital Bills**:

- Review, obtain, request, and receive a detailed explanation of your hospital charges and bills.
- Receive information and counseling on ways to help pay for the hospital bill.
- Request information about any business or financial arrangements that may impact your care.

You have the right to reasonable timely access to information contained in your **Medical Records**:

Unless a patient's medical records are subject to litigation, the hospital may authorize the disposal of medical records relating to the patient subject to the following timelines:

- On or after the 10th anniversary date on which the patient was last treated at the hospital.
- On or after the patient's 20th birthday, if the patient was younger than 18 when last treated (unless the 10th anniversary date is later).

Your Responsibilities

As a patient, family member, or patient representative, you have the right to know all hospital rules and what we expect of you during your hospital stay.

As a patient, family member, or patient representative, we ask that you **Provide Information**:

- Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report any condition that puts you at risk (for example, allergies or hearing problems).
- Report unexpected changes in your condition to the health care professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for Health Care, and any organ/tissue donation permissions to the health care professionals taking care of you.

As a patient, family member, or patient representative we ask that you are **Respectful and Considerate**:

- Recognize and respect the rights of other patients, families, and staff. Threats, violence or harassment of other patients and hospital staff will not be tolerated.
- Comply with the hospital's no smoking policy
- Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital will report it to the police.

As a patient, family member, or patient representative, we ask that you **assist in maintaining a safe environment**:

- Promote your own safety by becoming an active, involved, and informed member of your health care team.
- Ask questions if you are concerned about your health or safety.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Remind staff to check your identification before medications are given, blood/blood products are administered, blood samples are taken, or before any procedure.
- Remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask all hospital staff to identify themselves.

As a patient we ask that you **pay for your care**:

- You are responsible for paying for the health care that you received as promptly as possible.

As a patient we ask for your **cooperation**:

- You are expected to follow the care plans suggested by the health care professionals caring for you while in the hospital. You should work with your health care professionals to develop a plan that you will be able to follow while in the hospital and after you leave the hospital.

As a patient **refusing care**:

- You are responsible for your actions if you refuse care or do not follow care instructions.

Patient Complaints and Grievances

Complaints that are received are viewed as opportunities to improve patient care, communication and the services rendered. All patients, families and representatives have a right to present complaints and receive a response, without compromising the individual's access to care.

For timely resolution while still present in the hospital, those with complaints are encouraged to follow this recommended complaint procedure:

- Ask to speak to a supervisor.
- If unresolved, contact the Patient Advocate by dialing ext. 1567 internally or by dialing 432 221-2273 from outside the hospital, or
- Contact the Administrative Offices of Midland Memorial Hospital by dialing 432 221-1111
- Once you have left the hospital, contact the Quality Management Department at 432-221-1603. Once received, all grievances are investigated and responded to by our Quality Management Department.
- Now, or at any point in time, you may contact:

Texas Department of Health
Health Facility Licensing and Compliance Division
1100 West 49th Street
Austin, Texas 78756

OR

Det Norske Veritas Certification, Inc. (DNV)
400 Techne Center Drive, Suite 100
Milford, Ohio 45150
Phone: (866) 523-6842
Email: hospitalcomplaint@dnv.com

Compliant Hotline: 1(888) 973-0022 Fax: (512) 834-6653

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