

Patient Rights and Responsibilities

Federal and state law provide you certain rights and responsibilities while you are receiving healthcare services. Comanche County Medical Center is committed to making every effort to protect and uphold your rights.

The following basic rights and responsibilities of patients are considered reasonably applicable. These rights and responsibilities are not all inclusive.

General Rights

You have a right to:

- An interpreter when you do not speak English and when one is available;
- Be informed during the admission process of the facility's policies regarding your rights;
- Not to be discriminated against on the basis of race, color, national origin, disability, age, diagnosis, or payment source;
- A reasonable response to your requests and needs for treatment or service, within the hospital's capacity, its stated mission, and applicable law and regulation;
- Care and treatment, in compliance with state statute and consistent with sound and quality nursing and medical practices, that is in a safe setting, is competent and respectful, recognizes a person's dignity, cultural values, and religious beliefs, and provides for personal privacy to the extent possible during the course of treatment; and
- Have your property treated with respect.

Quality of Care and Decision Making

You have a right to:

- Know the name, business telephone number, and business address of the person supervising your services and how to contact that person;
- Choose the participating physician responsible for coordinating your care;
- Know the names, professional status, and experience of the staff providing your care or treatment;
- Be informed of your health status, including full information in laymen's terms, concerning your condition and diagnosis, proposed treatment (including information about alternative treatments and possible complications) and prognosis;
- Participate in and make informed decisions regarding the development and implementation of your plan of care;
- Except for emergencies, to give informed consent prior to the start of any procedure or treatment, or both, and to have care implemented without unnecessary delay;
- Request or refuse any treatment, drug, test, or procedure, and be informed of the risks and benefits of your request or refusal;
- Be promptly and fully informed of any changes in your plan of care;
- Be free of all forms of neglect, abuse (physical or mental), corporal punishment, or harassment;
- Be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff;
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital;

- Know whether referrals to other providers are entities in which we have a financial interest; and
- Assistance in obtaining consultation with another physician or practitioner at your request and expense.

Advance Directives and Surrogates

You have a right to:

- Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives;
- Appoint a surrogate to make health care decisions on your behalf to the extent permitted by law; and
- Not be denied the right of access to an individual or agency who is authorized to act on your behalf to assert or protect your rights.

Research and Clinical Trials

You have a right to:

- Receive an explanation of the nature and possible consequences of any research or experimental procedure before the research or experiment is conducted and provide prior informed consent and to refuse to participate; and
- Be advised when a physician is considering you as a part of a medical care research program or donor program, to give informed consent prior to actual participation in such a program, and to, at any time, refuse to continue in any such program.

Finances

You have a right to:

- Receive our general billing procedures;
- Receive, upon request and prior to initiation of care or treatment, estimated average charges for non-emergent care, including deductibles and co-payments that would not be covered by a third-party payer based on the coverage information supplied by you or your representative; and
- Regardless of source of payment, to examine and to receive a reasonable explanation of your total bill for health care services rendered by your physician or other health care provider, including the itemized charges for specific health care services received.

Privacy and Confidentiality

You have a right to:

- Personal privacy and confidentiality in health care (may be waived in writing);
- Confidentiality of your clinical records except as otherwise provided by law; and
- Access to information contained in your clinical records within a reasonable time frame.

Grievances

You have a right to:

- Be informed of the complaint procedures and the right to submit complaints, either orally or in writing, without fear of discrimination or retaliation and to have them investigated by your provider within a reasonable period of time;
- Be given the name, business address, and telephone number of the person that will handle any complaints or questions about services being delivered to you;
- Receive a written notice of the address and telephone number of the licensing authority in your state which is charged with the responsibility of licensing your facility provider and investigating complaints regarding licensing regulations; and
- Obtain a copy of the most recent completed report of licensure inspection upon written request.

Minors

If you are a minor patient, you also have a right to:

- Appropriate treatment in the least restrictive setting available;
- Not receive unnecessary or excessive medication;
- An individualized treatment plan and to participate in the development of the plan;
- A humane treatment environment that provides reasonable protection from harm and appropriate privacy for personal needs;
- Separation from adult patients; and
- Regular communication between you and your family.

Patient Responsibilities

Provision of Information

You are responsible to:

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to health.
- Report unexpected changes in medical condition(s) to the responsible practitioner.
- Ask questions for clarity about any aspect of your care.

Compliance Instructions

You are responsible for:

- Following the treatment plan recommended by the attending practitioner primarily responsible for your care. This may include following instructions of nurses and allied health personnel as they carry out your plan of care, implement provider orders, and enforce the applicable hospital rules and regulations.
- Keeping appointments and notifying the responsible practitioner or the hospital when you need to cancel.

Refusal of Treatment

You are responsible for:

- Actions related to not following the practitioner's instructions or refusal of treatment.

Hospital Charges

You are responsible for:

- Fulfilling your healthcare financial obligations as promptly as possible.

Hospital Rules and Regulations

You are responsible for:

- Following hospital rules and regulations affecting patient care and conduct.

Respect and Consideration

You are responsible for:

- Being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of visitors.
- Being respectful of the property and of the hospital.

Pain Management

You are responsible for:

- Notifying the staff about your needs regarding pain and/or the effectiveness of pain control. As a patient, we expect that you will:
 - Ask your doctor or nurse what to expect regarding pain and pain management.
 - Discuss pain relief options with your doctor or nurse.
 - Work with your doctor and nurse to develop a pain management plan.
 - Ask for pain relief when pain first begins.
 - Help the doctor and nurse measure your pain.
 - Tell the doctor or nurse if your pain is not relieved.

If you have concerns or believe your rights have been violated please contact:

Compliance Manager
Phone: (254) 879-4900

Mail:
Compliance Manager
10201 Hwy16
Comanche, TX 76442