

CCMC Health System

PATIENT RIGHTS AND RESPONSIBILITIES

At CCMC Health System, we seek to provide exceptional care and the best possible experience for every patient and family. We want to work together with you to ensure you receive the clinical care, compassion and services you need. By understanding your rights and responsibilities, you can help us help you.

Respect and Dignity

- Be treated with respect, dignity, and consideration for personal values, beliefs, and cultural practices
- Have medical, personal, and financial information kept private and confidential

Informed Consent & Decision-Making

- Receive clear information about your diagnosis, treatment options, risks, and benefits in a way you understand
- Participate in planning your care
- Accept or refuse treatment as allowed by law

Access to Care

- Receive care without discrimination based on race, color, national origin, religion, sex, age, disability, sexual orientation, or source of payment
- Receive emergency care without delay or prior authorization

Privacy and Confidentiality

- Expect that all medical records and personal information are kept confidential in accordance with federal and state law
- Review your medical records and request corrections when appropriate

Communication and Information

- Receive information in a language and format you understand
- Request translation services when needed
- Be informed of hospital policies that affect your care and conduct

Pain Management and Comfort

- Have pain assessed and managed appropriately
- Request supportive services such as pastoral care or counseling

Safe Environment

- Receive care in a safe setting free from abuse, neglect, exploitation, or harassment
- Expect the hospital to follow infection control and safety standards

Complaints and Grievances

- Voice concerns or complaints without fear of retaliation
- Receive information on how to file complaints with the hospital or regulatory agencies

Patient Advocacy

- Designate a representative or advocate to assist with healthcare decisions
- Receive information about patient advocacy resources, including state agencies

Continuity of Care

- Receive information about discharge planning, follow-up care, and available resources after leaving the hospital

PATIENT RESPONSIBILITIES Patients are expected to:

- Provide accurate and complete information about their health
 - Follow treatment plans and instructions from healthcare providers
 - Ask questions if they do not understand their care or instructions
 - Respect the rights, privacy, and property of other patients, visitors, and staff
 - Follow hospital policies, rules, and safety regulations
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***If you have concerns or believe your rights have been violated, please contact:
Compliance Manager: 10201 Hwy 16, Comanche, Texas 76442. Ph. (254) 879-4900***