



Patient Rights and Responsibilities

In recognition of our responsibility in rendering patient care, these rights and responsibilities are affirmed in the policies and procedures of Park Hill Surgery Center.

The patient has the right to:

- Receive verbal and written notice of patient's rights in a language and manner that ensures the patient, the representative or the surrogate understand all the patient's rights.
- Considerate, dignified, and respectful care, provided in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation.
- Full consideration of privacy concerning his/her medical care, as well as personal privacy. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual involved in his/her healthcare.
- Be free from any act of discrimination or reprisal.
- Voice grievances regarding treatment or care that is or fails to be provided.
- Receive information regarding their diagnosis, evaluation, treatment, and prognosis.
- Make informed decisions regarding his/her care. The patient's rights include:
 - ❖ Being fully informed about a treatment or procedure and expected outcome before it is performed.
 - ❖ Providing consent to or refusal of medical or surgical interventions
 - ❖ Planning for care after discharge from the ASC
- Give or withhold informed consent to produce or use film/recordings of the patient for purposes other than his/her care.
- Receive a written notice prior to the start of the surgical procedure informing the patient, patient's representative or surrogate that the ASC has physician-owners or physicians with a financial interest in the ASC.
- Exercise these rights without regard to age, race, ethnicity, religion, culture, language, sex, physical or mental disability, socioeconomic status, sexual orientation, or gender identity or expressions.
- Have his/her cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected.
- Access protective and advocacy services or have these services accessed on the patient's behalf.
- Appropriate assessment and management of pain.
- Privacy and security of individually identifiable health information pertaining to his/her care and stay in the ASC as specified at 45 CRF Parts 160 and 164 (HIPAA Regulations).
- Provide the patient or patient's representative with written information concerning the ASC's policies on advance directives, including a description of applicable state health and safety laws and if requested, official State advance directive forms.
- Be informed of his/her right to change providers if other qualified providers are available.
- Given information addressing:
 - ❖ Services available at the ASC.
 - ❖ Provisions for after-hours and emergency care.
 - ❖ Fees for services
 - ❖ Payment policies

- ❖ The credentials for healthcare providers
- ❖ The absence of malpractice coverage ad applicable
- ❖ Methods for providing feedback, including complaints.

A patient is responsible for:

- Providing accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications, including over-the-counter medications and herbal supplements, allergies, and any sensitivities.
- Following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- Providing a responsible adult to transport him/her from the ASC to home and to remain with the patient for at least 24 hours if required by the patient's physician.
- Reporting perceived risks in his/her care and unexpected changes in his/her condition to the responsible practitioner.
- Asking questions about the patient's condition, treatments, procedures, diagnostic test results.
- Asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- Immediately reporting any concerns or errors they may observe.
- Keeping appointments and for notifying the ASC or physician when he/she is unable to do so.
- His/her actions should he/she refuse to follow physician's orders.
- Assuring that the financial obligations of his/her ASC care are fulfilled as promptly as possible.
- Being considerate of the rights of other patients and ASC staff.
- Provide feedback about service needs, expectations, and any complaints/grievances.
 - The patient can present a complaint / grievance to the facility management:
 - In person or,
 - By calling 817-585-1900.

Park Hill Surgery Center, LLC seeks to address problems and concerns as quickly as possible. Anticipation of potential problems and sensitivity to patients' concerns will be utilized by staff to solve patient problems. In the event a patient or visitor is dissatisfied with some aspect of their experience with the center, the patient grievance/complaint procedure will be utilized to address these concerns.

The Texas Department of Health is the responsible agency for complaints concerning care at an ambulatory surgical center, which they license. Texas Health and Human Services Commission (HHSC) is responsible for helping you with grievances, complaints, and requests with Medicare / Medicaid.

You may contact either:

Texas Department of Health
 Health Facility Licensure and
 Certification 1100 West 49th Street,
 Austin, TX 78756
 (888) 973-0022

Texas Health and Human Services Commission
 Office of the Ombudsman, MH H-700
 PO Box 13247, Austin, TX 78711-3247
 (877)787-3247
www.hhsc.state.tx.us

If you are a Medicare recipient and have a complaint against a health care professional or facility you may contact the Office of the Medicare Beneficiary Ombudsman by calling 1-800-MEDICARE or www.medicare.gov