

PATIENTS' RIGHTS AND RESPONSIBILITIES

Baylor Medical Center at Trophy Club recognizes your rights while you are receiving medical care and tasks that you respect our right to expect certain behavior on the part of our patients. You may request a copy of the full text of this law from our admission representative or any employee of this facility. A summary of your rights and responsibilities follows:

Patient Rights:

The right

- To be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- To a prompt and reasonable response to questions and requests.
- To know who is providing medical services and who is responsible for his or her care.
- To know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- To have a support individual present with patient unless contraindicated.
- To know what rules and regulations apply to his or her conduct.
- To be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- To refuse any treatment, except as otherwise provided by law.
- To be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- To know (A patient who is eligible for Medicare), upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- To receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- To impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- To treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- To know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
- To express grievances regarding any violation of his or her rights, as stated in Texas law, through the grievance procedure of the health care provider or health care facility, which served him or her, and to the appropriate state-licensing agency.
- To effective management of pain
- To formulate, review and revise their Advanced Directives, including psychiatric
- To file complaints about the Advanced Directive Policy with the State survey and Certification Agency
- To have family and patient's own physician MD/DO promptly notified of the patients admission to the hospital

Patient's, Pediatric Parent's or Guardian's Responsibilities:

- To provide the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- To report unexpected changes in his or her condition to the health care provider.
- To report to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- To follow the treatment plan recommended by the health care provider.
- To keep appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.
- To know that the existence or lack of Advanced Directives do not determine the patients right to access care, treatment and services
- To assume responsibility for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- To assure that the financial obligations of his or her health care are fulfilled as promptly as possible.
- To follow health care facility rules and regulations affecting patient care and conduct.

Baylor Medical Center at Trophy Club hopes that the information provided here assists patients in answering many of their most common questions, and is happy to provide you with a full copy of your rights and responsibilities under the federal program.

NOTICE TO PATIENTS CONCERNING COMPLAINTS / GRIEVANCES

For Hospital Concerns, Complaints, or Grievances:

Baylor Medical Center at Trophy Club is committed to providing quality health care. Your opinions regarding the care you receive are important to us. If you have concerns during your stay, please contact your nurse, or as to speak with the Department Director or CNO. You may also dial "0" from any hospital phone to contact the Operator. They will contact the Department Director or CNO.

We assure you that by expressing a concern or complaint, you will in no way affect the care received or further access to care and services at Baylor Medical Center at Trophy Club.

If you should have a problem after you leave the hospital, or if you are not satisfied with the resolution of your problem, you may contact/write the following:

**Chief Nursing Officer
Baylor Medical Center at Trophy Club
2850 E Highway 114
Trophy Club, TX 76262
(817) 837-4662**

You may also file complaints with the Texas Department of Health at the following:

**Texas Department of Health
1301 South Bowen, STE 200
Mail Code 1905
Arlington, TX 76013
Phone: (817) 264-4500
Fax: (817) 264-4506
TDD: (817) 264-4505**

www.dshs.state.tx.us

Medicare patients:

Formal complaints about the care they receive at the hospital can be submitted to the Medicare Ombudsman at:
<http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx>.

Medicare phone number: 1-800-MEDICARE

For Physician Concerns or Complaints:

If you have a concern or complaint regarding your physician we encourage you to contact you physician and explain your concerns. If you are not satisfied with the resolution, you may file complaints about physicians, as well as other licensees and registrants of the Texas Board of Medical Examiners, including Physician Assistants may be reported for investigation at the following:

**Texas State Board of Medical Examiners
Investigations Department, MC-263
PO BOX 2018
Austin, TX 78768-2018
(800) 248-4062**

www.tmb.state.tx.us

Joint Commission: Report a complaint about a Health Care Organization

Do you have a complaint about the quality of care at a Joint Commission-accredited health care organization? The Joint Commission wants to know about it. Submit your complaint online or sent it to us by mail, fax, or email. Summarize the issues in one to two pages and include the name, street address, city, and state of the health care organization.

When submitting a complaint to The Joint Commission about an accredited organization, you may either provide your name and contact information or submit your complaint anonymously. Providing your name and contact information enables The Joint Commission to inform you about the actions taken in response to our complaint, and also to contact you should additional information be needed.

It is our policy to treat your name as confidential information and not disclose it to any other party. However, it may be necessary to share the complaint with the subject organization in the course of a complaint investigation.

The Joint Commission policy forbids accredited organizations from taking retaliatory actions against employees for having reported quality of care concerns to The Joint Commission.

Email:

complaint@jointcommission.org

Website:

www.jointcommission.org

Phone:

(800) 944 – 6610 or main line (630) 792 - 5000

Fax:

(630) 792-5636

Mail:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Spiritual Support

Peace – Hope - Love

Our facility is part of the Baylor Health Care System and as such we provide access for you to the Chaplains & Pastoral Care Volunteers, who as people of Christian commitment affirm an environment where “people of all faiths and those of none may come with equal confidence.”

Chaplains and pastoral care volunteers foster respect for the individual spiritual and emotional needs of the patients, families and staff we serve. By compassionate service to people in chaotic or jubilant times, we confirm the sacredness of life. The Pastoral Care staff helps people by providing:

- a listening ear when you need to talk through something that is troubling you; scripture and prayer in times of need
- an objective mind to assist you in making important decisions regarding your care
- support as you seek to make your faith a source of comfort and power in your healing and recuperation
- practical help and comfort in times of grief and in crisis situations
- an available presence to support you during your hospitalization.
- assistance in contacting your clergy to celebrate sacraments or perform rituals

The Pastoral Care Volunteers minister by providing varying services, which include:

- individual visits for emotional and spiritual support & information about pastoral care
- direct emotional & spiritual support

Access to professionally trained chaplains who perform a number of ministries including:

- making visits to you and your family prior to your visit
- visiting upon request prior to admission
- responding to medical emergencies
- involving you and your family in support groups as needed
- providing counseling to deal with crisis

Chaplains are always available; you may request to speak a by calling **214-820-2542** or the Dial-a-Prayer Line at **214-820-2333**. Please let our staff know if they can assist you in contacting a chaplain or the Dial-a-Prayer Line.

NOTICE TO PATIENTS REGARDING PRIVACY NOTICE

The Privacy Notice at Baylor Medical Center at Trophy Club describes how we may use and disclose your protected health information to care out treatment, payment, or health care operations and for other purposes that are permitted or required by state law. It also describes your right to access and control your protected health information. Your “protected health information” means any written or oral information about you, including demographic data that can be used to identify you, created or received by your health care provider, which relates to your past, present, or future physical or mental health or condition.

For your convenience, a copy of the full Privacy Notice is posted in the Admission areas and on our website at www.baylortrophyclub.com. If you would like a personal copy of the Privacy Notice, please inquire with the Receptionist or Admission Clerks.

Your Rights Regarding Your Protected Health Information

We are required by law to maintain the privacy of your health information and to provide you with this Privacy Notice of our legal duties and privacy practices with respect to protected health information. We are required to abide by the terms of the Notice currently in effect. We reserve the right to change the terms of this Notice and to make any new provisions effective for all protected health information that we maintain. If we change the Notice, we will provide a copy of the revised notice through in-person contact.

You have the right to express complaints to us and to the Secretary of the Department of Health and Human Services if you believe that your privacy rights have been violated.

If you wish to complain to us, please do so in writing, and direct your complaint to the Privacy Officer. **You will not be penalized for filing a complaint.**

Contact Information

For further information about this Notice, please contact:

Aubrie Beck
2850 E. State HWY 114
Trophy Club, TX 76262

If you have privacy issues, or if you believe that your privacy rights have been violated, please contact:

Aubrie Beck
2850 E. State HWY 114
Trophy Club, TX 76262

The Privacy Contact and Privacy Officer can be contacted by telephone at (817)837-4600.