

## Patient's Rights

Patients have the right to:

- considerate and respectful care.
- obtain from his physician complete current information concerning his diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not advisable to give such information to the patient, the information should be made available to an appropriate person on his behalf. He has the right to know, by name, the physician responsible for coordinating his care.
- to receive from his physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, much information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of the incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient has the right to know the name of the person responsible for the procedures and/or treatment.
- refuse treatment to the extent permitted by law, and to be informed of the medical consequences of his actions.
- every consideration of his privacy concerning his own medical care program. Case discussion, consultation, examination, and his own medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Those not directly involved in his care must have the permission of the patient to be present.
- expect that all communications and records pertaining to his care could be treated as confidential.
- expect that within its capacity a hospital or clinic must make reasonable response to the request of a patient for services. The hospital must provide evaluation, service and/or referral as indicated by the urgency of the case. When medically permissible a patient may be transferred to another facility only after he has received complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
- obtain information as to any relationship of his hospital to other health care and education institutions insofar as his care is concerned. The patient has the right to obtain information to the existence of any professional relationships among any individuals, by name, who are treating him.
- disclosure regarding physician financial interest or ownership in the Surgery Center.
- be advised if the hospital proposes to engage in or perform human experimentation affecting his care or treatment. The patient has the right to refuse to participate in such research projects.
- expect reasonable continuity of care. He has the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the hospital will provide a mechanism whereby he is informed by his physician or delegate of the physician of the patient's continuing health care requirements following discharge.
- examine and receive an explanation of his bill regardless of source of payment.
- know what hospital rules and regulations apply to his conduct as a patient.
- The patient has the right to change primary and speciality care physicians if other qualified physicians are available.
- The patient will be provided admission and services without regard to race, color, national origin, disability, or age, as required by Federal Law.
- have an advanced directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that the facility will honor the intent of that directive to the extent permitted by law and facility policy.

## Patient's Responsibilities

- You are responsible for answering all medical questions truthfully to the best of your knowledge. You are responsible to read and understand all permits and/or consents you sign. If the patient does not understand, it is your responsibility to ask the nurse or physician for clarification.
- You are responsible for reading carefully and follow the pre-operative instructions your physician and/or Calloway Creek Surgery Center has given you. You are responsible to notify Calloway Creek Surgery Center if you have not followed the pre-operative instructions. It is your responsibility to read carefully and follow the post-operative instruction you receive from the physician(s) and/or nurses.
- You are responsible for contacting your physician if you have any complications.
- You are responsible to assure all payments for service rendered are in a timely basis and ultimate irresponsibility is yours, regardless of whatever insurance coverage you may have.
- You are responsible for following the Facility rules and regulations affecting patient care and conduct.
- The patient and his family have the right to present complaints concerning the quality of care either verbally or in writing to the clinic director/manager, nursing staff, medical staff, or administration. Presentation of complaints will not serve to compromise a patient's future care. If you would like to send a complaint please direct them to the Facility Nurse Administrator: Calloway Creek Surgery Center, 4300 Cagle Dr., Suite 100, North Richland Hills, TX 76180.
- The patient has the right to send a complaint to the State of Texas Dept. of Human Resources/Health Division should he feel the care received was unsatisfactory: Director of Health Facility & Compliance, 1100 West 49th St., Austin, Texas 78756, 1-888-973-0022.  
Medicare Ombudsman contact: 1-800-MEDICARE; [www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)