

## PATIENT RIGHTS & RESPONSIBILITIES

### Patients have a right to:

- Have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.
- Expect personal privacy and confidentiality of medical information as required by law.
- Formulate advance directives and to have hospital staff and Practitioners who provide care in the hospital comply with these directives.
- Receive a copy of this summary, as well as the name and phone number of the staff member to whom questions or complaints can be directed.
- Receive, upon request, the hospital's written policies and procedures regarding life-saving methods and the use or withdrawal of life-support mechanisms.
- Receive an explanation from the treating practitioner of his/her medical condition and health status, recommended treatment, expected results, risks involved and reasonable medical alternatives, if applicable.
- Participate in the development and implementation of his/her plan of care, if able.
- Give informed, written consent (if required by applicable law) prior to the start of specified, non-emergency medical procedures or treatments.
- Make informed decisions regarding care and to refuse medication or treatment after possible consequences of this decision have been explained clearly, unless the situation is life-threatening or the procedure is required by law.
- Receive the appropriate assessment and management of pain.
- Provide informed consent or decline participation in experimental research, in the recording/filming

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If you have any patient safety or  
quality-of-care concerns,  
you may contact

Scott & White Patient Relations  
1-866-218-6919  
2401 South 31st Street,  
Temple, Texas 76508

Scott & White is a  
Joint Commission Accredited  
Healthcare Organization.

You may also contact the Joint  
Commission on Accreditation of  
Healthcare Organizations at  
[complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
or call toll free 8:30 a.m. to 5:00 p.m.,  
Central Time, weekdays  
at 1-800-994-6610.



# SCOTT & WHITE



## *Patient Rights continued...*

for reasons other than treatment, diagnosis, or identification, and in the training of students and residents.

- Receive information in a manner he/she understands and to be provided with services of a translator or interpreter, if necessary.
- Informed of the names and functions of all healthcare professionals providing personal care and of any outside healthcare and educational institutions involved in providing treatment.
- Be transferred to another facility upon request or if the hospital is unable to provide appropriate medical care.
- Receive advance explanation of the reasons for a transfer to another facility from a Practitioner.
- Be treated with dignity, courtesy, consideration and respect.
- Obtain a copy of his/her medical records at a reasonable fee and within a reasonable time frame after submitting a written request to the hospital.
- Be free from neglect; exploitation; verbal, mental, physical, and sexual abuses; and/or harassment.
- Religious and other spiritual services; names/ addresses/phone numbers of patient advocacy groups and protective service organizations.
- Be free from unlawful restraints, and to receive safe implementation of restraint or seclusion by trained staff.
- Have reasonable access to care, receiving treatment and medical services in a safe environment and without discrimination based on race, age, religion, national origin, sex, sexual preferences, or disability.
- File a grievance if he/she believes he/she has been subjected to discrimination, prematurely discharged, subjected to substandard care, or has otherwise been treated by the hospital in an unsatisfactory manner.

## PATIENTS AND THEIR FAMILIES ALSO HAVE RESPONSIBILITIES WHILE AT SCOTT & WHITE.

### Patients have the responsibility to:

- Provide information about their health, including past illnesses, hospital stays and use of medications.
- Follow instructions and cooperate in following care prescribed or recommended by their health care provider.
- Ask questions when they are not clear about information provided. Inform their health care provider if special accommodations are needed to assist their understanding of the treatment plan.
- Accept consequences if they do not follow the recommended treatment plan; recognize the effect of lifestyle choices on their health.
- Follow facility rules and regulations, and be respectful and considerate of other patients, staff and property.
- Meet financial obligations associated with their care.
- Advise their health care provider or Patient Relations' personnel of any dissatisfaction regarding their care.