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
or call toll free 8:30 a.m. to 5:00 p.m.,
Central Time, weekdays
at 1-800-994-6610.



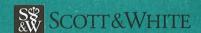
item#12664 December 2008

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, nonemergency 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

continued...



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.