

Patient Rights and Responsibilities

Seton Medical Center Harker Heights

Seton Medical Center
Harker Heights recognizes
the rights and
responsibilities of all
patients. We believe that
an informed patient,
taking an active interest in
his or her own care, will be
happier emotionally and
will achieve a more
satisfactory outcome.

Patient Rights

“The patient has the right to:
“impartial access to treatment or hospital accommodations regardless of race, sex, age, disability, disease process, national origin or sources of payment for care.

“considerate, respectful care at all times and under all circumstances in recognition of his/her personal dignity. The patients individuality will be respected, psychosocial and spiritual needs considered, and differences in cultural and educational background will be taken into account, as well as any specialized or age specific needs.

Patient Rights

- “ within the law, to his/her privacy by:
 - “ refusing to talk with or see anyone who is not officially connected with the healthcare facility or directly involved in his/her care
 - “ wearing appropriate personal clothing or religious items, as long as they do not interfere with diagnostic exams, his/her treatment, or do not pose a danger to him/her
 - “ expecting private surroundings during interviews and examinations
 - “ expecting any discussion or consultation about his/her care to be done as discreetly as possible with no one present who is not directly involved in his/her care without his/her permission
 - “ expecting that his/her medical record be read only by those directly involved in his/her written authorization
 - “ expecting reasonable provision of protective privacy when needed for his/her personal safety.

Patient Rights

The patient has the right to:
“ expect reasonable safety in the hospital environment.
“

“ know the names of those who are providing care and who is primarily responsible for that care upon admission. He/she has the right to refuse participation in research or experimental procedures. (in instances where the patient is under a legal disability, these right will, when feasible, be accorded, as well, to the party legally responsible fro medical decisions respecting the patient.)

Patient Rights

- The patient has the right to:
 - “ to receive information from his/her primary provider regarding his/her diagnosis (to the degree it is known), his/her treatment and any known prognosis. He/she has the right to expect this information in language and terms that he/she can understand. (When it is medically inadvisable to give such information to the patient, it should be made available to a legally authorized person.)

“ to see visitors and to communicate with other outside the healthcare facility by telephone or in writing.

Patient Rights

- The patient has the right to:
 - “ designate the persons allowed to visit patient, such as your spouse, domestic partner (including a same sex domestic partner), other family members, or friends. Hospital will allow the persons who you designate to visit you subject to reasonable restrictions as explained below.

“ At anytime, withdraw consent to allow a specific person or persons to visit. The patient needs to notify Hospital personnel if you do not want a specific person or person to visit you.

Patient Rights

“ If the patient does not tell us otherwise, Hospital personnel will exercise their best judgment in allowing visitors consistent with Hospital policies.

“ If the patient cannot exercise these rights, the patient's personal representative or other support person may exercise these rights on the patient's behalf, please notify Hospital personnel.

Patient Rights

“ Hospital will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

“ Hospital will ensure that designated visitors enjoy full and equal visitation privileges consistent with your preferences.

“ In some cases, Hospital may need to restrict or limit visitation rights to protect patients or others. For example, Hospital may restrict or limit visitation right where a patient is undergoing care interventions, to protect against infection, in response to disruptive, threatening or violent behavior of any kind; or when visitation would interfere with the care of the patient and/or the care of other patients.

Patient Rights

“ The patient’s health care provider or Hospital personnel may impose additional restriction in necessary for the safety or well-being of patients. If additional restrictions are imposed, the patient’s health care provider or Hospital personnel will explain the restrictions and the reasons for the restrictions.

“ The patient who does not speak English has the right, whenever reasonably possible, to an interpreter.

“ The patient has the right to participate in decisions and ethical issues concerning his/her care and to be given information by his/her physician concerning his/her condition, suggested treatment or procedures, and any risk or side effects. Where medically significant, the patient should be informed of alternatives in his/her care or treatment.

“ At his own expense, has the right to consult with another physician.

Patient Rights

“ May refuse treatment to the extent permitted by law. If his/she or his her legal guardian refuses treatment that prevents the provision of appropriate care, according to professional standards, the relationship with the patient may be terminated by his her physician upon reasonable notice.

“ Has the right to produce an advance directive that details the amount of care he/she would want if he/she should not be able to make those decisions for himself/herself. He/she has the right to the same medical care, whether she/she has an advance directive or not.

“ Has the right to complete information and an explanation concerning any need for his/her transfer to another facility and the alternative to such a transfer. (the facility to which the patient is to be transferred must first have accepted the patient for transfer.) The patient has the right to be informed by his/her physician of any continuing health care requirements following discharge from the hospital. (In instances where the patient is under a legal disability, these right will, when feasible, be accorded, as well , to the party legally responsible for medical decisions respecting the patient.)

Patient Rights

The patient has the right to:

- “ request an itemized explanation of his/her bill for hospital services.
- “ information on how to issue a complaint and the hospital mechanism for reviewing and resolving patient complaints.
- “ The dying patient has a right to comfort, dignity, appropriate treatment and pain management and the acknowledgment of his/her psychosocial and spiritual needs and those of his/her family.
- “ information about pain associated with disease process or treatment and procedures to be preformed, and short and long term pain relief measure. Included in the is the expectation that pain will be managed to the level that he/she considers acceptable.

Patient Rights

“ The patient has the right to:

“ have a family member or representative of his/her own choice and his/her own physician notified promptly of his/her admission to the hospital.

“ access information contained in his/her clinical records within a reasonable time frame.

“ be free from restraints, of any form, that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.

Patient Responsibilities

“ The patient has the responsibility:

“ To provide, to the best of his/her ability, accurate and complete information regarding his/her medical history, current condition, hospitalizations, medication, known communicable diseases, and other matters relating to his/her health.

“ The patient should report any unexpected changes in his/her condition to the responsible nurse and physician. He/she should also make it known whether he/she clearly understands a suggested treatment or procedure, expected outcomes, and level of discomfort or pain expected with treatment or procedure. He/she should have a clear understanding of what is expected of him/her.

Patient Responsibilities

“ The patient should discuss with his/her physician and nurse options for pain management and report to his/her physician and nurse when pain is not relieved to the level of tolerance or comfort that he or she finds manageable.

“ The patient is responsible for following the instructions given by his/her physician, nurses and allied health personnel in carrying out the treatment or care plan. He/she is responsible for keeping appointments or notifying the physician if he/she cannot do so.

“ When treatment is refused by the patient, he/she is responsible for his/her actions and for any consequences of his/her refusal of treatment or refusal to follow his/her physician instructions.

Patient Responsibilities

“ The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled promptly.

“ The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

“ The patient has the responsibility for being considerate of the rights of other patients and hospital personnel. He/she is expected to assist with the control of noise, to comply with the smoking policy or the hospital and policies regarding visitors. The patient is responsible for the care of the property of the health care facility and other persons.