



PATIENT RIGHTS AND RESPONSIBILITIES

YOU HAVE THE RIGHT TO

1. Considerate and respectful care, and to be made comfortable.
2. Respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences. The hospital will honor culturally diverse requests for service.
3. Request that a family member (or other representative of your choosing) and your own physician be notified promptly of your admission to the hospital.
4. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
5. Receive information about your health status, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communications and to participate in the development and implementation of your plan of care. You have the right to participate in the ethical questions that arise in the course of your care, including issues of conflict resolution, withholding, resuscitative services, and forgoing or withdrawing life-sustaining treatment.
6. Request an interpreter if you have limited-English proficiency (LEP) or have a sensory impairment.
7. Make decisions regarding medical care and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person will carry out the procedure or treatment.
8. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
9. Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
10. Reasonable responses to any reasonable requests made for service.
11. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve the pain, including opiate medication if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.
12. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
13. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.



PATIENT RIGHTS AND RESPONSIBILITIES

14. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
15. Receive care in a safe setting, free from mental, physical, sexual, or verbal abuse and neglect, exploitation or harassment. You have the right to access protective services and advocacy services including notifying government agencies of neglect or abuse.
16. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
17. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
18. Be informed by the physician, or a delegate of the physician, of continuing health care requirements following discharge from the hospital. Upon your request, a friend or family member may be provided with this information also.
19. Know which hospital rules and policies apply to your conduct while a patient.
20. Designate visitors of your choosing, if you have decision-making capacity (or your support person, where appropriate) including a spouse, a domestic partner (including a same-sex domestic partner), or another family member or a friend, and the right to withdraw or deny your consent unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - You have told the health facility staff that you no longer want a particular person to visit.
 - If you lack decision-making capacity, the hospital shall include any persons living in your household, at minimum.

However, a healthcare facility may establish reasonable restrictions upon visitation, including restriction upon the hours of visitation and number of visitors.

21. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
22. Exercise these rights without regard to of race, color, national origin, disability, age, gender, economic status, educational background, religion, ancestry, sexual orientations or marital status or source of payment for care.
23. You have the right to look at your medical record and to obtain a copy. You have the right to have the information explained or interpreted in a way understandable to you, except when restricted by law. You may approve or refuse the release of information from your medical record, except in the case of a transfer to another health care institution or as required by law, third party payment requirements, or hospital policy and procedure.



PATIENT RIGHTS AND RESPONSIBILITIES

24. You have the right to receive appropriate and medically necessary treatment, including transfer to another facility when medically indicated, legally permissible, and/or at your request. Should you request a transfer, the receiving hospital must first agree to accept you prior to arrival.
25. You have the right to know of any business relationships between the hospital and other health care providers, payors, or educational institutions that could influence your care.
26. File a Grievance: If you want to file a grievance with this hospital, you may do so by writing or calling:

Administrator:

Legent Orthopedic Hospital
1401 E Trinity Mills Rd
Carrollton, TX 75006
Telephone Number: 972-810-0700

You may also notify:

Texas Health and Human Services

Health Facility Compliance Group (MC 1979)
Texas Department of State Health Services
P.O. Box 149347
Austin, TX 78714-9347
800-973-0022
800-735-2989 (TDD)

JOINT COMMISSION

The Joint Commission Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610
Fax: (630) 792-5636
www.jointcommission.org, using the "Report a Patient Safety" link in the "Action Center" on the home page.

YOU HAVE THE RESPONSIBILITY TO



PATIENT RIGHTS AND RESPONSIBILITIES

1. **To Provide Information:** Patients and families, as appropriate, must provide to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters related to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition. They can help the hospital understand their environment by providing feedback about service needs and expectations.
2. **To Ask Questions:** Patients and families, as appropriate, must ask questions when they do not understand their care, treatment, and services or what they are expected to do.
3. **To Take an Active Part in Treatment:** Patients and their families must follow the care, treatment, and service plan developed. They should express any concerns about their ability to follow the propose care plan or course of care, treatment, and services. The hospital makes every effort to adapt the plan to the specific needs and limitations of the patient. When such adaptations to the care, treatment, and service plan are not recommended, patients and their families are informed of the consequences of the care, treatment, and service alternatives and not following the proposed course.
4. **Advance Directives:** Patients who have advance directives must present it either at registration or to their health care provider. Patients are responsible for informing the hospital if their advance directive has been created, modified, or revoked.
5. **To Accept Consequences:** Patients and their families are responsible for the outcomes if they do not follow the care, treatment, and service plan. If you choose not to be an active participate in your care, your treatment team may recommend discontinuation of treatment.
6. **To Follow Rules and Regulations:** Patients and their families must be considerate of the hospital's staff and property as well as other patients and their property. You are responsible for recognizing, respecting, and making reasonable accommodations to meet the needs of the hospital, other patient and families, and hospital staff. This includes the control of noise and the number of visitors.
7. **To Meet Financial Commitments:** Patients and their families should promptly meet any financial obligation agree to with the hospital.