

## **PATIENT RIGHTS AND RESPONSIBILITIES**

### **As a patient at The Hospital at Westlake Medical Center, we honor your right to:**

- Receive this information regarding the hospital's patient rights policy upon admission
- Have the patient's physician and family member or representative promptly notified upon admission
- A parent or legal guardian to exercise the rights delineated on the patient's behalf if the patient has been adjudicated incompetent in accordance with the law, declared by the physician to be medically incapable of understanding proposed treatment, is unable to communicate wishes regarding treatment, or is a minor
- Considerate and respectful care regardless of race, creed, sex, national origin, or sources of payment, including:
  - Consideration for psychosocial, spiritual, and cultural variables that influence the perceptions of illness
  - Optimizing the comfort and dignity of a dying patient through treatment of primary and secondary symptoms, effectively managing pain, and acknowledging any psychosocial and spiritual concerns
- Make decisions in collaboration with the physician about care provided, including the right to:
  - Accept or refuse treatment, as permitted by law, and be informed of medical consequences of any refusal
  - Formulate advance directives to appoint a surrogate to make health care decisions as permitted by law, to receive hospital assistance in developing advance directives upon admission, as appropriate; and to have an executed advance directive reviewed periodically with the patient or surrogate decision maker
  - Request and participate in the development and implementation of the patient's plan of care, including but not limited to treatment and services, pain management, and discharge
- Information in order to make treatment decisions that reflect the patient's wishes
- Be informed of human experimentation, research, or educational projects affecting the patient's care
- Participate in the consideration of ethical issues that arise in the care of the patient, including any necessary education about ethical issues in health care
- To have designated visitors, including but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and the right to withdraw or deny consent to visitation
- Receive care in a safe setting
- Be free from all forms of abuse or harassment
- Be free from the use of seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff
- Personal privacy and confidentiality of information, within the limits of law
- Timely access to information contained in the patient's medical record, within the limits of the law
- Reasonable response by the hospital to requests and need for service, within the hospital's capacity, applicable law, and regulation
- Have complaints or grievances related to the care or services provided by the hospital addressed and resolved in a timely manner. The hospital encourages complaints to be discussed with the staff, physician, or hospital Quality Department personnel at the time of concern to allow an opportunity to resolve issues immediately. A patient has the right to file a grievance with the Texas Department of State Health Services before or after discussing the concern(s) with the hospital. The patient also has the right to file a complaint with the Texas State Board of Medical Examiners for physician-related concerns. Medicare patients may seek review of their case by TMF Health Quality Institute for quality of care issues, coverage decisions, and to appeal a premature discharge.

Hospital at Westlake Medical Center  
Attention: **Quality Department**  
5656 Bee Cave Rd, Suite M-302  
Austin, TX 78746  
(512) 697-3572

Texas Department of State Health  
Services  
Health and Human Services  
Commission Complaint and Incident  
Intake  
Mail Code E-249  
P.O. Box 149030  
Austin, Texas 78714-9030  
(888) 973-0022

Texas State Board of Medical Examiners  
Attention: Investigations  
333 Guadalupe, Tower 3, Suite 610  
Austin, TX 78768  
(800) 201-9353

TMF Health Quality Institute  
Bridgepoint I, Suite 300  
5918 West Courtyard Drive  
Austin, Texas 78730-5036  
(800) 725-8315

### **As a patient at The Hospital at Westlake Medical Center, you have the responsibility to:**

- Provide accurate and complete information about your present condition, health history, medications & other health-related matters
- Report perceived risks in care and unexpected changes in condition to the physician and/or staff
- Ask questions if you do not understand something about your care or what is expected of you to assist in your care
- Follow the treatment plan created by your physician including instruction by nurses and other health professionals
- Accept outcomes related to any refusal of recommended treatment or by failure to follow treatment instructions
- Provide accurate information for processing insurance claims and/or assure financial obligations of your care are fulfilled promptly
- Comply with hospital rules as explained to you and respect the personal property of the hospital, other patients, and hospital staff
- Honor the rights and privacy of other patients and hospital personnel and have your visitors do likewise

**The Hospital at Westlake Medical Center**

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