

PATIENT BILL OF RIGHTS

These rights can be exercised on the patient's behalf by a designated surrogate or proxy decision maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

1. The patient has the right to considerate and respectful care in a safe setting regardless of their age, race, color, national origin, religion, sexual orientation, gender identity or disabilities.
2. The patient has the right to and is encouraged to obtain from physicians and other direct caregivers relevant, current and understandable information concerning diagnosis(es), treatment(s), and prognosis.
3. Except in emergencies when the patient lacks decision making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to specific procedures and/or treatments, the risk(s) involved, the possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits.
4. Patients have the right to know the identity of physicians, nurses, and others involved in their care, as well as when those involved are students, residents, or other trainees.
5. The patient also has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.
6. The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy and to be informed of the medical consequences of this action. In case of such refusal, the patient is entitled to other appropriate care and services that the hospital provides or transfers to another hospital. The hospital will notify patients of any policy that might affect patient choice within the institution.
7. The patient has the right to have an advance directive (such as living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that the hospital will honor the intent of the directive to the extent permitted by law and hospital policy.
8. In addition, the hospital will advise patients of their rights under state law and hospital policy to make informed medical choices, ask if the patient has an advance directive, and include that information in patient records. The patient has the right to timely information about hospital policy that may limit its ability to implement fully a legally valid advance directive.
9. The patient has the right to every consideration of privacy. Case discussion, consultations, examinations, and treatment will be conducted so as to protect each patient's privacy.
10. The patient has the right to expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The patient has the right to expect that the hospital will emphasize the confidentiality of this information when it releases it to any other parties entitled to review information in these records.
11. The patient has the right to review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law.
12. The patient has the right to expect that, within its capacity and policies, the hospital will make reasonable response to the request of the patient for appropriate and medically indicated care and services. The hospital will provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has so requested, a patient may be transferred to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer, as well as have an accepting physician. The patient must also have the benefit of complete information and explanation concerning the need for, risks, benefits, and alternatives to such a transfer.
13. The patient has the right to ask and be informed of the existence of business relationship among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
14. The patient has the right to consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent, if such research or experimentation should be offered. A patient who declines to participate in research or experimentation is entitled to the most effective care that the hospital can otherwise provide.
15. The patient has the right to be informed of hospital policies and practices that relate to patient care, treatment, and responsibilities.
16. The patient has the right to be informed of available resources for resolving disputes, grievances, and conflicts, such as ethics committees, patient representatives, or other mechanisms available in the hospital.

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17. The patient has the right to be informed of the hospital's charges for services and available payment methods.
18. The patient has the right to expect that a family member or representative and physician will be notified promptly of the patient's admission to the hospital.
19. The patient has the right to access an internal grievance process and also to appeal to an external agency. Information on making complaints to the Texas Department of Health is posted in the hospital.
20. The patient has the right to receive care in a safe setting, free from abuse or harassment.
21. The patient has the right to be free from restraints or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff.

PATIENT RESPONSIBILITIES

The collaborative nature of health care requires that patients, or their families/surrogates, participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depends, in part, on the patient fulfilling certain responsibilities.

1. Patients are responsible for providing information about past illnesses, hospitalizations, medication, and other matters related to health status.
2. To participate effectively in decision making, patients are encouraged to take responsibility for requesting additional information or clarification about their health status or treatment when they do not fully understand information instructions.
3. Patients are responsible for ensuring that the health care institution has a copy of their written advance directive, if they have one.
4. Patients are responsible for informing their physicians and other caregivers if they anticipate problems in following prescribed treatment.
5. Patients must be aware of the hospital's obligation to be reasonable efficient and equitable in providing care to other patients and the community. The hospital's rules and regulations are designed to help the hospital meet this obligation. Patients and their families are, therefore, responsible for making reasonable accommodations to meet the needs of the hospital, other patients, medical staff, and hospital employees.
6. Patients are responsible for providing necessary information for insurance claims and for working with the hospital to make payment arrangements, when necessary.
7. A person's health depends on much more than health care services. Patients are responsible for recognizing the impact of their life-style on their personal health.

PEDIATRIC BILL OF RIGHTS

1. A child has the right to tender loving care.
2. A child has the right to a simple explanation of what is being done to him/her and why.
3. A child has the right to a little coaxing to take unpleasant medication or treatment.
4. A child has the right to understanding when they are unhappy because Mommy or Daddy must leave them.

COMPLAINT / GRIEVANCE MANAGEMENT

We work hard to be sure that your care exceeds your expectations in every way. If for any reason you are not satisfied with your care or have concerns, please let your caregiver know immediately. If your concern is unresolved, you may ask to speak with the House Supervisor at any time.

You may also contact our **Patient Complaint Hotline** at [903-408-1919](tel:903-408-1919) at any time, 24 hours a day. Please leave a voicemail. Your call will be returned within 24 hours during business hours or on the next business day following a weekend or holiday.

You may contact us by mail at: 4215 Joe Ramsey Blvd
P.O. Drawer 1059
Greenville, TX 75403-1059

In the event that we are unable to resolve your concern, you may contact:

- **The Texas Department of State Health Services at [1-888-963-7111](tel:1-888-963-7111)**
- **TMF Health Quality Institute at [1-800-725-9216](tel:1-800-725-9216)**
- **Beneficiary and Family Centered Care (BFCC) Quality Improvement Organization KEPRO at [1-888-315-0636](tel:1-888-315-0636)**
- **The Joint Commission at [1-800-994-6610](tel:1-800-994-6610)**

We request that you allow us to address any issue that arises so that your stay with us will be as pleasant as possible.

Thank you for assisting us by sharing your concerns with us.

Signature of Patient or Representative

Relationship

Date/Time

Signature of Witness

Date/Time

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English: ATTENTION: If you speak English, language assistive services, free of charge, are available to you. Call 1-800-984-9223 (TTY: 711)

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-984-9223 (TTY: 711)

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-984-9223 (TTY: 711)

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-984-9223 (TTY: 711)

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-984-9223 (TTY: 711)

Arabic: ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-481-3293

Urdu: خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-984-9223 (TTY: 711)

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-984-9223 (TTY: 711)

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-984-9223 (TTY: 711)

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-984-9223 (TTY: 711) पर कॉल करें।

Persian (Farsi): توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-984-9223 (TTY: 711) تماس بگیرید.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-984-9223 (TTY: 711)

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-984-9223 (TTY: 711)

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-984-9223 (TTY: 711)

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-984-9223 (TTY: 711) まで、お電話にてご連絡ください。

Laotian: ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອ ອັດຕະໂນມັດພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ກໍ່ມີ ໃຫ້ທ່ານ. ໂທ 1-800-984-9223 (TTY: 711)