

- E. Know the identity and professional status of individuals providing service/care and to know which physician or practitioner is primarily responsible for care. Patients will not be expected to participate in training programs or in the gathering of data for research purposes unless they volunteer.
- F. Obtain, from the practitioner responsible for coordinating care, complete and current information concerning the diagnosis (to the degree known), treatment, and any known prognosis. When it is not medically advisable to give such information to the patient, the information should be made available to a legally authorized individual.
- G. Communicate with people outside the surgery center by means of visitors and written and verbal communication with people outside the surgery center by means of visitors and written and verbal communication. When the patient does not understand English, access to an interpreter will be provided.
- H. The reasonably informed participation in decisions involving health care. The patient shall not be subjected to any procedure without voluntary, competent, and understanding consent or the consent of a legally authorized representative. The patient shall be informed of any medically significant alternatives for care or treatment.
- I. Change primary or specialty physicians if other qualified physicians are available.
- J. At his/her own request and expense, to consult with a specialist.
- K. Refuse treatment to the extent permitted by law. The relationship with patient may be terminated upon reasonable notice if the patient or a legally authorized representative prevents the provision of appropriate care in accordance with professional standards.
- L. Request a copy of the total bill for services rendered in the surgery center (regardless of the source payment). The patient has the right to timely notice prior to termination of eligibility for reimbursement by any third-party payor for the cost of his/her care.
- M. A patient may not be transferred to another organization without a complete explanation of the need for the transfer and the alternatives to such a transfer and unless the transfer is acceptable to the other facility or organization. The patient has the right to be informed by the practitioner responsible for care of any continuing health care requirements following discharge from the facility.
- N. The patient shall be informed of the facility rules and regulations applicable to patient conduct and the center's mechanism for the initiation, review and resolution of patient complaints.
- O. Expect that this facility will honor the intent of any directives, including but not limited to advanced directives, concerning treatment or designating a surrogate decision maker (such as a living will, health care proxy, or durable power of attorney for health care) to the extent permitted by law and facility policy.
- P. Disclosure regarding physician financial interest or ownership in the Surgery Center.

Patient's Responsibilities

- A. The patient has the responsibility to provide, the best of his/her knowledge, accurate and complete information about complaints, past illness, hospitalization, medications, and other matters relating to his/her health. This includes the responsibility to report unexpected changes in condition to the practitioner.
- B. The patient is responsible for reporting whether he/she clearly understands a course of action and related expectations.
- C. The patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for care. This includes the instructions of the nurses and other allied health professionals to implement the responsible practitioner's orders.
- D. The patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.
- E. The patient is responsible for assuring that the financial obligations of health care are fulfilled as promptly as possible.
- F. The patient is responsible for following facility rules and regulations affecting patient care and conduct.
- G. The patient is responsible for being considerate of the rights of the other patients and facility personnel and for being respectful of the property of other persons and the surgery center.

If you have a complaint regarding your care or service at Texas Pediatric Surgery Center, please call the Administrator at (817) 255-1010. You may also call the Texas Dept. of Health at 1-888-973-0022 or write: Texas Dept. of Health, Director of Health Facility Licensure & Compliance, 1100 West 49th St., Austin, Texas 78756.

Medicare Obudsman contact: 1-800-MEDICARE;
www.cms.hhs.gov/center/obudsman.asp

If you have a complaint about your Health Maintenance Organization (HMO), please call the Texas Department of Insurance at (800) 253-3449.

*The rights and responsibilities of a minor, or unconscious or incompetent patient are delegated to the parent (s), guardian(s) or closest relationship.