

**COLUMBUS COMMUNITY HOSPITAL
PATIENT RIGHTS AND RESPONSIBILITIES**

AS A PATIENT, YOU HAVE THE RIGHT:

- To have impartial access to professional and high quality healthcare.
- To have healthcare provided with respect, dignity, and privacy taking into consideration your personal values and beliefs, and cultural/spiritual preferences; including end-of-life decisions.
- To have a reasonable response to your requests and needs for treatment or service, within the hospital's capacity, its stated mission, and applicable law. This right must not be construed as a mechanism to demand treatment or services deemed medically unnecessary or inappropriate.
- To have a family member/representative of your choice and your primary care physician notified promptly of your admission to the hospital.
- To collaborate with your physician, be informed of your health status, participate in your plan of care, and make informed decisions involving your healthcare, OR to have your representative act on your behalf in making decisions, within the limits of the law.
- To participate or have your representative participate in ethical issues that may arise during your course of treatment.
- To accept or refuse treatment to the extent permitted by the law, and to be informed of the medical consequences
- of such a refusal.
- To formulate Advance Directives and to appoint a surrogate to make healthcare decisions when you are unable to do so for yourself, and to have hospital staff comply with these directives.
- *To be assured of confidentiality of your medical record, and for you or your legally designated representative to access this information within the limits of law.
- To be free from any form of restraints which are not medically necessary to promote healing or prevent injury to yourself or others.
- To receive care in a setting free from all forms of abuse or harassment.
- To have your pain assessed and managed throughout the course of your treatment.
- To have a support person present; and to receive visitors while hospitalized, according to hospital visitation policy.
- To be provided care in a safe physical environment by qualified healthcare personnel.
- To receive at the time of admission, information about your rights as a patient, and the mechanism for filing a complaint or grievance (numbers listed below).

PATIENTS HAVE THE RESPONSIBILITY:

- To provide accurate and complete healthcare information.
- To demonstrate consideration for the rights of others (patients, staff, and visitors.)
- To inform your doctor or nurse if you do not understand your plan of care or what is expected of you.
- To follow hospital rules and regulations regarding patient care and conduct.
- To be accountable for your financial responsibilities.

If at any time, you and/or a family member have a complaint or grievance regarding care at Columbus Community Hospital, you may contact the Risk Management Dept. at 979-493-7565. We will make every effort to resolve the issue. If not resolved to your satisfaction, you have the right to call or write the Health Facility Compliance Group (MC1979) Texas Department of State Health Services PO Box 149347 Austin, TX 78714-9347. Complaint Hotline: 888-973-0022 Fax: 512-834-6653.