



VILLAGE EMERGENCY CENTERS

PATIENT RIGHTS AND RESPONSIBILITIES

This is a guide to help you understand how Village Emergency Centers care for patients and how you can assist in your own recovery. Our staff will strive to provide you with excellent medical and nursing care, to be considerate of your wishes, to respect your privacy and preserve your dignity. We work to ensure your independence in making health care decisions and encourage you to express your views and concerns openly with your doctor and other healthcare professionals. At Village Emergency Center, we consider you a partner in your own health care and hope you will take an active role in your treatment and recovery. The following information will explain the hospital's policy on patient rights and responsibilities.

PATIENT RIGHTS

EVERY PATIENT ADMITTED TO OR TREATED AT VILLAGE EMERGENCY CENTERS, TO INCLUDE THE PATIENT'S LEGAL REPRESENTATIVE OR PATIENT/GUARDIAN OF MINORS, SHALL HAVE THE FOLLOWING RIGHTS:

1. The right of the patient to considerate and respectful care.
 - (a) The care of the patient includes consideration of the psychosocial, spiritual, and cultural variables that influence the perceptions of illness. To receive appropriate control of pain and interventions to promote comfort, understanding pain management as an important part of care;
 - (b) To receive care in a safe setting;
 - (c) To be free from all forms of abuse or harassment;
 - (d) To the confidentiality of his/her clinical records;
 - (e) To have a family member or representative of his/her own choice and his/her own physician notified promptly of his/her admission to the hospital;
 - (f) (*For acute medical or surgical care*) To be free from restraints, of any form, that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
2. The right of the patient, in collaboration with his/her physician, to make decisions involving his/her health care including:
 - (a) The right of the patient to accept medical care or to refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal.
 - (b) The right of the patient to formulate advance directives and appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law.
 - (c) In formulating an advance directive, a hospital shall have in place a mechanism to ascertain the existence of and assist in of advance directives at the time of the patient's admission.
 - (d) The provision of care shall not be conditioned on the existence of an advance directive.
 - (e) An advance directive(s) shall be in the patient's medical record and shall be reviewed periodically with the patient or surrogate maker.
 - (f) The right of the patient to the information necessary to enable him/her to make treatment decisions that reflect his/her wishes; a policy on informed decision making shall be developed by the medical staff and governing body and shall be consistent with any legal requirements.
 - (g) The right of the patient to receive, at the time of admission, information about the hospital's patient rights policy(ies) and the mechanism for the initiation, review, and when possible, resolution of patient complaints concerning the quality of care.
 - (h) The right of the patient or the patient's designated representative to participate in the consideration of ethical issues that patients and to provide education to caregivers and patients on ethical issues in health care.
 - (i) The right of the patient to be informed of any human experimentation or other research or educational projects affecting his/her cares to treatment.
 - (j) The right of the patient, within the limits of law, to personal privacy and confidentiality of information.
 - (k) The right of the patient and/or the patient's legally designated representative access to the information contained in the patient's medical records, within a reasonable time frame.
 - (l) The right of the patient's guardian, next of kin, or legally authorized responsible person to exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient:
 - (1) Has been adjudicated incompetent in accordance with the law.
 - (2) Is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure.
 - (3) Is unable to communicate his/her wishes regarding treatment.
 - (4) Is a minor.

YOUR RESPONSIBILITIES

You have responsibilities as a patient. You are responsible for providing information about your health, including past illnesses, hospital stays, and use of medication. You are responsible for asking questions when you do not understand information or instructions. If you feel you can not follow through with your treatment, you are responsible for telling your doctor. Village Emergency Centers work to provide care efficiently and fairly to all patients and the community. You and your visitors are responsible for being considerate of the needs of the patients, staff and the hospital. You are responsible for providing information for insurance and for working with Village Emergency Centers to arrange payment when needed. Your health depends not just on your care but, in the long term, on the decisions you make in your daily life. You are responsible for recognizing the effect of lifestyle on your personal health.

Patient or Legal Guardian Signature	Date	Witness	Date

_____ I understand that I may follow the Center's procedure for voicing a complaint or grievance. I may voice my complaint directly to any staff member. I may voice my grievance to the manager/director of the area in which I am located. Notwithstanding the Center's policy and procedure, I may also submit my grievance to:

Texas Department of Health
1100 W. 49th Street
Austin, Texas 70757
1-888-973-0022