

YOUR RIGHTS & RESPONSIBILITIES

Patients and families come first.

We are here to serve with respect, compassion, and honesty.

We will try to do our best today, and do better tomorrow.

We support each other.

We are proud to make a difference.

Partners in Care

“Help Us Help You”

At Baylor, it is our vision to be trusted as the best place to give and receive safe, quality, compassionate health care. This requires many people working together in a partnership, including you! As a member of the health care team, your input, needs and suggestions are vital to your care. The following list includes key points that you can do to “help us help you”.

Participate in your care. You are the center of the health care team. You should provide a complete medical history and list of medications on admission (include over the counter medications and herbal supplements). Make sure you understand and agree with your treatment plan.

Ask questions. Know what tests and procedures are being done and why. Make sure you understand your diagnosis and the medications you are being given. If you don't understand an answer, ask again. If possible, have a relative or friend with you to help ask questions and understand the answers.

Request results. Make sure that results of tests and procedures are shared and explained in a way that you can understand.

Time. You deserve to have the time that you need with your health care provider. Tell your doctor or nurse if you do not feel you are being given enough time.

Notes. Write down any questions you have or answers you receive about your condition, treatment, hospital stay, or follow-up care. A clipboard with a pad may be by your bed, but if not, ask for one.

Educate yourself. Know the realistic expectations of your recovery and return to wellness. Consult with your health care professionals about educational resources concerning your condition, tests and treatment options.

Respect and dignity. Above all, you deserve to be treated with respect and dignity. If you feel you have been treated otherwise, talk to us and we will work with you to resolve your concern.

Speak up. If you have concerns or questions about what is happening, ask the hospital staff to stop what they are doing and talk to you. Know what is happening to you and why.

Thank You For Choosing Baylor

You are important to us. Please take a few minutes to read this brochure. It will answer some of your questions about being a patient at Baylor.

You are a key member of the treatment team. You have rights and responsibilities. The doctors and Baylor employees will work to provide you with quality health care, with the ultimate goal of relieving your suffering and restoring you to health.

Our goals are to:

- provide you with quality health care, without discrimination
- introduce ourselves to you and explain our role in your care
- notify your personal doctor, family member or representative promptly of your hospital admission at your request
- handle patient information confidentially
- respect your privacy
- respond to your needs
- give you information to help you make decisions about your care
- respect and support your choices and wishes about treatment
- relieve your pain or other symptoms
- explain your opportunities for involvement in research projects
- offer assistance with understanding advance directives such as Living Wills and related documents
- provide you an opportunity to choose someone to make decisions for you if you are unable to speak for yourself
- explain what part of your hospital bill you need to pay that is not covered by insurance

You can help us by:

- telling us important information about your health;
- letting our staff give you needed treatments and medications;
- following your doctor's instructions for your care;
- feeling free to ask questions about your care;
- telling us when your condition changes;
- telling us if you need to make special financial arrangements; and
- helping us plan for your discharge from the hospital.

Patient Rights

Access to Care

Patients are involved in all aspects of their care. You have the right to expect that, within its capacity, the medical center will respond reasonably to your treatment needs and service requests. If you or your visitors have a disability or an issue that needs attention, please let your nurse know. In the emergency department area, patients are seen for treatment according to the severity of their condition. There may be times in the emergency area that you may need to wait.

Advance Directives

There may be times when you are not able to make decisions about your health care. Before these situations come up, you can decide treatment choices and choose someone to make decisions for you. The form you use to do this is called an “advance directive.” Baylor’s “Personal Choices” booklet explains these types of situations and your options. You received this booklet when you were admitted to your room. This booklet includes a “Directive to Physicians and Family or Surrogates,” also sometimes called a “Living Will” approved for use in Texas. You may obtain other advance directives approved for use in Texas (Out of Hospital Do Not Resuscitate/DNR, Medical Power of Attorney and Mental Health Directive) from the social work department or chaplain office.

Chaplains’ Office *(also known as the Pastoral Care Department)*

For many patients, spiritual services are a very important part of health care and daily life. If you would like to see a chaplain or wish us to contact your minister or spiritual advisor, call the chaplain’s office.

Communication

If you do not understand English or if you are hearing or speech impaired, we will find an interpreter to help you. We can provide guidance for the visually impaired and telephones for the hearing impaired. Hospitalized patients may have visitors and telephone calls as your doctor and medical center policies permit. Any restrictions on communication are fully explained to you and your family and are determined with your participation. You have the right to all necessary information about treatment options.

Consent and Informed Decision Making

You have the right to make informed choices about your health care. Your doctor should tell you about your condition and any proposed procedures, including significant risks, benefits, alternatives, side effects, possible problems with recuperation, likelihood of recovery and treatment options. Before procedures are performed, you or your representative will be asked for informed consent.

When consulting with your doctor, you have the right to make health care decisions. You may accept or refuse medical treatment. You should be told of the consequences of treatment decisions. Your family, when appropriate, is involved in care decisions.

You have the right to prepare and submit an advance directive, such as a living will, to your doctor, family and attorney. You also have the right to choose someone to make decisions for you in case you cannot do so yourself. You may change your mind about health care decisions at any time. Notify your doctor or nurse of any changes.

Continuity of Care

You have the right to be informed by your doctor of any continuing health care requirements following your discharge from the hospital. You have the right to participate in decisions about your post-hospital plan of care and we will inform you about various providers and post-hospital services available.

You have the freedom, in consultation with your doctor, to select an appropriate post-hospital provider. We will cooperate with you in the transition of your care to the post-hospital care provider of your choice and will provide any information needed for your continuum of care.

Ethics Issues

You and your representative have the right to participate in discussing dilemmas or ethical questions that may arise during your care. These types of issues include resolution of conflict, participation in research, or deciding whether to continue or withdraw treatment. A representative of Baylor's Institutional Ethics Committee is available to assist you or your family with ethical issues. Patients and family members can access that committee by calling the administration office.

Grievance Process for Complaint Resolution

Your concerns are important to us. In order to achieve the highest level of medical care, we welcome your feedback. Please contact the clinical manager with your concerns. For issues that are not resolved to your satisfaction, contact the medical center's administration office. They are available 24 hours a day and will be happy to assist you in resolving your issue. You may request that a complaint be referred to the medical center's grievance process. During this process, a review will begin within 24 hours of submission of your grievance, and a response will be provided to you within 24 hours of completion of that review. Upon completion of the process, or at any time, you may contact the Texas Department of State Health Services and/or the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) if you are still not satisfied.

Identification and Disclosure

You should know which doctor is directing your care. You have the right to know the identity, professional status and professional relationships between the health care professionals providing your care. You have the right to know about any relationship between your medical center and other health care providers or educational institutions as far as your care is concerned.

Information About Your Care

Your doctor should give you complete and current information about your clinical condition, treatment choices and potential benefits, risks and expected outcomes. Let us know if any information is not clear to you and we will explain it. If you are not able to participate in these discussions, we will share this information with your chosen representative. Patients and, when appropriate, their families, are informed about the outcomes of care, including unanticipated outcomes. In addition, for information about charges, you may contact the billing and insurance office.

Pain and Symptom Management

All patients have a right to pain and symptom relief. You have the right to appropriate assessment and management of pain.

Patient Rights

As a patient, you can expect:

- Information about pain and symptom relief measures.
- A concerned staff committed to pain and symptom prevention.
- Health professionals who respond quickly to reports of pain or symptoms.
- Appropriate referrals, such as hospice care.

Patient Responsibilities

As a patient, we expect that you will:

- Ask your doctor or nurse what to expect regarding pain and symptom management.
- Discuss pain and symptom relief options with your doctor or nurse.
- Work with your doctor and nurse to develop a pain management plan.
- Tell your doctor or nurse about your pain or symptoms as soon as possible.
- Help the doctor and nurse measure your pain.
- Tell the doctor or nurse if your pain is not relieved.

Patient Representative

There are circumstances under which you may be unable to make decisions about your health care. In these situations, you can select someone else to make decisions for you. If you are unable to make decisions for yourself and you have not completed an Advance Directive or otherwise indicated who should make decisions for you when you are unable, state law will require that your physicians turn to the following persons in the order listed for medical decision-making: your spouse, your reasonably available adult children, your parents, or your nearest living relative. If none of those persons is available or willing to act on your behalf, state law allows your doctors to turn to the hospital's medical ethics committee or a court of law for medical decision-making. The "Personal Choices" booklet you receive on admission to your room explains this process further.

Privacy, Safety, Security and Confidentiality

It is Baylor's goal and commitment to provide a safe and secure environment for all our patients, visitors and employees.

- You have the right to privacy, safety, security and confidentiality.
- You have the right to a receipt for any personal items left with the nurse. Valuables are kept in a secure location. You or a chosen representative may claim the valuable items with your receipt. You will be responsible for any items not left with the nurse or sent home.
- Baylor and doctors with staff privileges may share medical information with each other for treatment, payment or health care operations as described in our Notice of Health Information Practices.

- Your medical records are private and confidential. Only authorized individuals – including you – can access them. You may access your own medical record upon request as hospital policies allow.
- You have the right to ask anyone entering your room to identify themselves. They should show appropriate identification and tell you what service they are about to provide.
- You do not have to see anyone who is not associated with the medical center, including personal visitors.
- You may decline to talk with medical center personnel who are not directly involved in your care.
- You may wear your own clothes and any religious or other symbolic items, so long as it does not interfere with your care.
- Interviews and examinations will take place in reasonable privacy. During certain examinations or procedures by persons of the opposite sex, we will honor your request to have a person of your gender present.
- If a patient or visitor is disturbing you unreasonably, you may ask to be moved to another room. We will accommodate you if possible, in consideration of your medical needs.
- You have the right to be free from abuse, neglect, exploitation and harassment.
- It is the medical center's intent to support a patient's right to access protective services. We will provide information, advocacy services and access to appropriate professional intervention for those patients with the potential need for protective services.
- The medical center strives to provide a safe and secure environment for patients, visitors and employees. Suspicious activities should be reported to your nurse or Baylor Department of Public Safety.

Research

Baylor is committed to research and education, as well as patient care. You will not be included in any research project affecting your care without your consent. Baylor protects patients and respects their rights during research, investigation, and clinical trials. All patients asked to participate in a research project are:

- given a description of the expected benefits
- given a description of the potential discomforts and risks
- given a description of alternative services that might also prove advantageous to them
- given a full explanation of the procedures to be followed, especially those that are experimental in nature
- told they may refuse to participate, and their refusal will not compromise their access to care or services

Respect and Dignity

You have a right to receive considerate and respectful care. We will respect your personal dignity. We also will work to understand and honor your spiritual and cultural values, beliefs and practices. You have the right to be free from the use of restraints that are not medically necessary.

Transfers

When medically permitted, you may be transferred to another facility if you wish. This transfer will only occur after you have received complete information and an explanation concerning the needs for, and alternatives to, such a transfer from your doctor. The institution to which you are to be transferred must first have accepted you for transfer. A doctor on their staff must have accepted you as well. Baylor staff will be happy to assist you with transfer arrangements.

Patient Responsibilities

Following Instructions About Your Care

When you and your doctor discuss a plan for your care, please help carry out that treatment plan. Your responsibilities include following the doctor's and other authorized health care professionals' instructions and letting the treatment team help you. If you need to leave the treatment area, please tell your nurse. If you need to leave the medical center premises, be sure to get permission from your doctor. If you leave the medical center without permission, you will be responsible for the consequences. We may choose not to readmit you for further non-emergent treatment. If you cannot keep a medical appointment, notify your doctor or the medical center as soon as possible.

Providing Information

Please give us complete and accurate information about your medical history. That includes information about any past or current medical problems and all medicines you take. Make sure you read and understand all medical center forms before you sign them. Please tell us if you do not understand what is planned for your care. Be sure to let your nurse or doctor know of any changes in your condition.

Respect and Consideration

You have a right to care that is considerate and respectful of your personal values and beliefs; you also have a responsibility to treat others with respect and consideration. To keep a therapeutic environment, please help us control the level of noise in your room and the number of visitors. Please treat the property of others and that of the medical center with respect. We will not tolerate physical or verbal abuse of others.

Rules and Regulations

You are responsible for following these medical center rules for patient care and conduct:

- Take only the medications given to you by authorized medical center employees.
- Honor the medical center's smoke-free facility policy.
- Remember that firearms, weapons of any kind, alcohol, illegal drugs and intoxicants are prohibited.
- Follow all safety regulations.

Understanding Refusal of Treatment

You have the right to refuse medical care. Please do not use this right casually. Before you decide to reject your doctor's recommendations, ask what the consequences are. After understanding the consequences of your choice, if you choose to refuse care or do not follow your doctor's instructions, you alone will be responsible for any consequences.

Responding to Need

Patients with a wide variety of medical conditions frequently need blood. We ask that friends and families of patients consider becoming blood donors. The nursing staff can provide contact phone numbers. Thank you for considering this request.

Billing Information

To provide accurate billing and quality customer service, keep these points in mind:

- We will handle billing inquiries and questions promptly.
- You are responsible for prompt payment of your medical center charges.
- We can provide an itemized bill to you upon request.
- We can help you apply for Medicaid and other programs.
- We can help you submit third-party claims.
- We will conduct credit and collections procedures in accordance with the law.
- If you need assistance, please let us know so that we may work with you. For information about charges, contact the billing and insurance office.

Questions

Please ask your nurse or guest representative if you need further assistance while you are at Baylor. For issues not resolved to your satisfaction, please contact the administrator on duty at your facility. We will help you reach an administrator 24 hours a day, seven days a week.

Physicians are members of the medical staff at one of Baylor Health Care System's subsidiary, community or affiliated medical centers and are neither employees nor agents of those medical centers nor Baylor Health Care System.

Who to Call

Baylor University Medical Center

Administration: (214) 820-7727
Chaplain Office: (214) 820-2542
Guest Representative: 3-SERV or
(214) 818-7378
Public Safety: (214) 820-4444
Dial-a-Prayer Line: (214) 820-2333

Baylor Medical Center at Waxahachie

Administration: (972) 923-7020
Chaplain Office: (972) 923-7343
Public Safety: (972) 923-7000

Baylor Medical Center at Garland

Administration: (972) 487-5232
Chaplain Office: (972) 487-5454
Public Safety: (972) 487-5122

Baylor Regional Medical Center at Grapevine

Administration: (817) 329-2500
Chaplain Office: (817) 329-2520
Public Safety: (817) 424-4587

Baylor Medical Center at Irving

Administration: (972) 579-8113
Chaplain Office: (972) 579-8178
Guest Representative: (972) 579-5339
Public Safety: (972) 579-8772

Baylor Heart and Vascular Hospital

Administration: (214) 820-0600
Chaplain Office: (214) 820-2542
Guest Representative: (214) 820-0630
Public Safety: (214) 820-4444

Baylor Regional Medical Center at Plano

Administration: (469) 814-2100
Chaplain Office: (469) 814-2700
Guest Representative: (469) 814-2028
Public Safety: (469) 814-4444

Baylor Institute for Rehabilitation

Administration: (214) 820-9386
Chaplain: (214) 820-2542
Public Safety: (214) 820-4444

Baylor Specialty Hospital

Administration: (214) 820-9756
Chaplain Office: (214) 820-2542
Guest Representative: (214) 820-9756
Public Safety: (214) 820-4444

Our Children's House at Baylor

Administration: (214) 820-9756
Chaplain Office: (214) 820-2542
Guest Representative: (214) 820-9838
Public Safety: (214) 820-4444

Baylor All Saints Medical Center

Administration: (817) 926-2544
Chaplain Office: (817) 927-6150
Guest Representative: (817) 922-2777
Public Safety: (817) 922-1911

Texas Department of State Health Services

1-888-973-0022 (toll free number)
1100 W. 49th Street
Austin, Texas 78756-3199

Joint Commission on Accreditation of Healthcare Organizations

1-800-994-6610 (toll-free number)

Patient Privacy or Confidentiality Complaints

1-866-245-0815 (toll-free number)

Billing and Collection Inquiries

(214) 820-3151 or 1-800-725-0024

