

# *Patient Bill of Rights*

YOUR COMMENTS, COMPLAINTS  
OR FEEDBACK



**BaylorScott&White**

**MEDICAL CENTER**

**FRISCO**

Joint ownership with physicians

## PATIENT CLAIM DATA

This document shall provide notice to patients that the Texas Department of State Health Services, Texas Healthcare Information Collection program (THCIC) receives patient claim data regarding services performed by the named Provider.

The patients claim data is used to help improve the health of Texas, through various methods of research and analysis. Patient confidentiality is held to the highest standard and your information is not subject to public release THCIC follows strict internal and external guidelines as outlined in Chapter 108 of the Texas Health and Safety Code and the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

For further information regarding the data being collected, please send all inquiries to:

Chris Aker  
THCIC  
Department of State Health Services  
Center for Health Statistics,  
MC 1898  
PO Box 149347  
Austin, TX 78714-9347

### Location:

Moreton Building, M-660  
1100 West 49th Street  
Austin, TX 78756

Phone: 512.776.7261  
Fax: 512.776.7740  
Email: thcichelp@dshs.state.tx.us



## Dear Patient,

At Baylor Scott & White Medical Center – Frisco, we are striving to develop a tradition of caring for our patients and communities. We strive to deliver health care compassionately and to act with absolute integrity in the way we do our work and the way we live our lives.

Your concerns are important to us. In order to achieve the highest level of health care, we welcome your comments, complaints or feedback. We are committed to providing you with the highest level of quality care possible.

You also have a right to participate in ethical issues concerning your care, and may request to meet with a representative from our Medical Ethics Committee.

**If you have questions, please feel free to contact the Baylor Scott & White Medical Center – Frisco receptionist by dialing zero, “0,” who will notify an Administrator to meet with you, or you may leave a message on our Feedback Hotline by calling 214.407.5699.** You have our personal assurance there will be no retribution for asking questions or raising concerns about any issues.

Should you desire to lodge a grievance, listed below are the agencies which may assist you:

Texas Department of Health	Joint Commission on Accreditation of Healthcare Organizations
Health Licensing & Compliance Division	Division of Accreditation Operations
1100 West 49th Street	Office of Quality Monitoring
Austin, TX 78756-3199	One Renaissance Boulevard
Phone: 888.973.0022	Oakbrook Terrace, IL 60181
Fax: 512.834.6653	Fax: 630.792.5636

If you are a Medicare beneficiary or Medicare beneficiary representative and you have a complaint or quality of care concern or require another type of case review, contact the KEPRO Beneficiary Helpline at 1-844-430-9504.

We are equally committed to assuring our actions consistently reflect our words. In this spirit, we want your visit here at Baylor Scott & White – Frisco to be an enjoyable one.

Sincerely,

A handwritten signature in black ink that reads "William A. Keaton". Below the signature, the text "CEO" is printed in a simple, sans-serif font.

CEO

## Patient Bill of Rights

1. The patient has the right to impartial access to treatment or hospital accommodations regardless of age, race, color, ethnicity, national origin, culture, religion, language, physical or mental disability, socioeconomic status, marital status, sexual orientation, or gender identity.
2. The patient has the right to considerate, respectful care at all times and under all circumstances in recognition of his/her personal dignity. The patient's individuality will be respected, psychosocial and spiritual needs considered, and differences in cultural and educational background will be taken into account, as well as any specialized or age specific needs. The patient (or his or her representative) has the right to participate in the development and implementation of the plan of care.
3. The patient has the right, within the law, to his/her privacy by:
  - a) Refusing to talk with or see anyone who is not officially connected with the health care facility or directly involved in his/her care.
  - b) Wearing appropriate personal clothing or religious items, as long as they do not interfere with diagnostic exams, his/her treatment, or do not pose a danger to him/her.
  - c) Expecting private surroundings during interviews and examinations.
  - d) Expecting any discussion or consultation about his/her care to be done as discreetly as possible with no one present that is not directly involved in his/her care without his/her permission.
  - e) Expecting that his/her medical health record be read by only those directly involved in his/her treatment or the monitoring or assessment of its quality and by others only with his/her written authorization.
  - f) Expecting reasonable provision of protective privacy when needed for his/her personal safety.
4. The patient has the right to expect reasonable safety in the hospital environment.
5. The patient has the right to know the names of those who are providing his/her care and who is primarily responsible for that care.
6. He/she has the right to refuse participation in research or experimental procedures. (In instances where the patient is under a legal disability, these rights will, when feasible, be accorded, as well, to the party legally responsible for medical decisions respecting the patient).
7. The patient has the right to receive information from his/her primary provider regarding his/her diagnosis (to the degree that it is known), his/her treatment, any known prognosis, and outcomes of care, including unanticipated outcomes. He/she has the right to expect this information in language and terms that he/she can understand. (When it is medically inadvisable to give such information to the patient, it should be made available to a legally authorized person).
8. The patient has the right to see visitors and to communicate with others outside the health care facility by telephone or in writing. The patient may designate visitors in accordance with the hospital policy. Visitors designated by the patient may not be denied because of race, creed, color, national origin, ancestry, age, religion, sex, gender identity, sexual orientation, marital status, or disability.
9. The patient who does not speak English has the right, whenever reasonably possible, to an interpreter.
10. The patient has the right to participate in decisions and ethical issues concerning his/her care and to be given information by his/her physician concerning his/her condition, suggested treatments or procedures, and any risks or side effects. Where medically significant, the patient should be informed of alternatives in his/her care or treatment. (In instances where the patient is under a legal disability, these rights will, when feasible, be accorded, as well, to the party legally responsible for medical decisions respecting the patient). The patient should give voluntary, competent and informed consent to any contemplated procedure. In the event that the patient is incapable of giving consent, appropriate consent will be sought, whenever possible, from his/her legal guardian or other authorized person.
11. The patient, at his/her own request and expense, has the right to consult with another physician.
12. The patient may refuse treatment to the extent permitted by law. If he/she or his/her legal guardian refuses treatment that prevents the provision of appropriate care, according to professional standards, his/her physician upon reasonable notice may terminate the relationship with the patient.

13. The patient has the right to produce an advance directive that details the amount of care he/she would want if he/she should not be able to make those decisions for himself/herself. He/she has the right to the same medical care, whether he/she has an advance directive or not. He/she has the right to have hospital staff comply with these directives.
14. The patient (or his/her next of kin or legally responsible person) has the right to complete information and explanation concerning any need for his/her transfer to another facility and the alternative to such a transfer. (The facility to which the patient is to be transferred must first have accepted the patient for transfer). The patient has the right to be informed by his/her physician of any continuing health care requirements following discharge from the hospital. (In instances where the patient is under a legal disability, these rights will, when feasible, be accorded, as well, to the party legally responsible for medical decisions respecting the patient).
15. The patient has the right to request an itemized explanation of his/her bill for hospital services.
16. The patient has the right to information regarding hospital rules and regulations applicable to his/her conduct as a patient.
17. The patient has the right to information on how to issue a complaint and the hospital mechanism for reviewing and resolving patient complaints.
18. The dying patient has a right to comfort, dignity, appropriate treatment and pain management and the acknowledgment of his/her psychosocial and spiritual needs and those of his/her family.
19. The patient has a right 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.
20. The patient has the right to access information contained in his/her clinical records within a reasonable time frame.
21. The patient has the right 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.
22. The patient has the right to information about pain associated with disease process, treatment and procedures to be performed, and short and long term pain relief measures. Included in this is the expectation that pain will be managed to the level that he/she considers acceptable.

## **PATIENT RESPONSIBILITIES**

1. The patient has the responsibility to provide, to the best of his/her ability, accurate and complete information regarding his/her medical history, current condition, hospitalizations, medications, known communicable diseases, and other matters relating to his/her health.
2. The patient should report any unexpected changes in his/her condition to the responsible nurse and physician. He/she should also make it known whether he/she clearly understands a suggested treatment or procedure, expected outcomes, and level of discomfort or pain expected with a treatment or procedure. He/she should have a clear understanding of what is expected of him/her.
3. The patient should discuss with his/her physician and nurse, options for pain management and report to his/her physician and nurse when pain is not relieved to the level of tolerance of comfort that he/she finds manageable.
4. The patient is responsible for following the instructions given by his/her physician, nurse and allied health personnel in carrying out the treatment or care plan. He/she is responsible for keeping appointments or notifying the physicians if he/she cannot do so.
5. When treatment is refused by the patient, he/she is responsible for his/her actions and for any consequences of his/her refusal of treatment or refusal to follow his/her physician's instructions.
6. The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled promptly.
7. The patient is responsible for following the hospital rules and regulations affecting patient care and conduct.
8. The patient has the responsibility for being considerate of the rights of other patients and hospital personnel. He/she is expected to assist with the control of noise, to comply with the smoking policy of the hospital and policies regarding visitors. The patient is responsible for the care of the property of the health care facility and other persons.
9. The patient has the responsibility to contribute to the maintenance of a safe environment and to notify his/her physician and/or nurse of any issue affecting a safe environment.