

TEXAS CHILDREN'S THE CENTER
PATIENT RIGHTS AND RESPONSIBILITIES

The policy of The Center is to provide the best possible treatment to patients at all times, under all circumstances, and in an equitable and humane manner. This means that no person shall be denied access to treatment or accommodations that are available and medically indicated on the basis of race, ethnicity, religion, culture, language, creed, national origin, physical or mental disability, gender, age, sexual orientation, gender identity or expression, or socio/economic status, for his or her care. This policy does not require The Center to provide non-emergency treatment to persons who are not covered by insurance plans accepted by The Center. In keeping with these principles, you, our patient, and you, our patient's parents/guardians, have the following rights:

To receive information about your patient rights and how to resolve complaints concerning the quality of care.

To contact the Texas Children's Health Plan's Member Services Department if you have concerns or questions relating to the rights listed below or to file a formal complaint about the patient care or services you received at The Center. A Member Services Representative may be reached by calling 832-828-1001.

To know that presentation of a complaint will not compromise current care and/or future access to care.

To know the name and specialty of all providers participating in your care.

To receive complete information from your primary provider concerning the nature and extent of the medical problem, the planned course of treatment, and the expected outcome in language you can understand.

To receive from your provider information necessary to give informed consent before a procedure or treatment.

To refuse treatment to the extent permitted by law and to be informed of the medical consequences of this action.

To regard participation in data gathering for research as voluntary and feel free to refuse to participate.

To expect reasonable continuity of care and to be informed of continuing health care requirements following discharge.

To safeguard the right to privacy, within the law, with respect to confidentiality of disclosures. Case discussion, consultation, examination, and treatment are confidential and shall be conducted with privacy maintained.

To have an opportunity to examine and to receive an explanation of the bill, regardless of payment source.

To expect that The Center will respond to a request for services in a reasonable manner.

To know Center rules and regulations as they apply to you as patient or parent.

To receive considerate care that respects the patient's personal value and belief systems.

To make decisions about your health care through discussions with your provider.

To participate in the discussion of ethical issues relating to your health care. Concerns may be reported to the Medical Advisory Committee of Texas Children's Health Plan at 832-828-1001.

To contact the Texas Medical Board if you have complaints about physicians, as well as, other licensees and registrants of the Texas Medical Board. Complaints may be reported for investigation to the following address:

Texas Medical Board
Attention: Investigations
1812 Centre Creek Drive, Suite 300
P.O. Box 149134
Austin, Texas 78714-9134

Assistance in filing a complaint is available by calling the following telephone number: 1-800-201-9353

For patients who have not yet reached the age of majority, these rights apply to the patient's parent or guardian.

The proper care of the patient also depends on the acceptance of certain responsibilities:

1. The patient or the patient's parent/guardian will be responsible for providing accurate and complete information about matters relating to his/her health and to report changes in his/her condition.
2. The patient or the patient's parent/guardian will be responsible for following the treatment plan recommended by the practitioner and for reporting to the provider any side effects.
3. If the patient refuses treatment, fails to follow the directions of his/her provider or Center personnel, he/she will be responsible for his/her actions
4. The patient or the patient's parent/guardian will be responsible for assuring that the financial obligations of his/her healthcare are fulfilled.

5. The patient or the patient's parent/guardian will be responsible for following The Center rules and regulations and for being considerate of the rights of others while in The Center, such as assisting in the control of noise.

If you would like a copy of this document, please ask a member of the staff.