

ADVANCE DIRECTIVES

When you or your loved one needs medical care, you want the most appropriate and best care available. To achieve this, certain decisions may need to be made involving the kind of care given. As a patient in a Texas hospital, you have certain legal rights concerning your medical treatment. Every adult of sound mind has the right to decide what may be done to his or her body in the course of medical treatment. As a patient, you have the right to be told about the nature of your condition, the general nature of the proposed treatment. The risks of failing to undergo the treatment, and alternate procedures available. This information helps you make an informed and rational decision about accepting or declining a proposed course of treatment. Your physician will discuss with you the risks associated with medical procedures identified under state law. Texas law allows you to make an "advanced directive" concerning your medical care. This is, you may make your wishes concerning medical treatment known before you actually need such care. One type of directive is authorized under the Texas Natural Death Act and is known as a "Directive to Physicians" (Living Will). The other type of advance directive is known as a "Durable Power of Attorney for Health Care." This is a document signed by a competent adult, designating someone he trusts as an agent to make health care decisions on his behalf should he become unable to make such decisions himself. (An Advance Directive can only be signed by the individual.) Formal policies have been adopted to assure that your rights to medical treatment decisions will be honored to the extent permitted by law. This hospital has adopted policies relating to informed consent, implementation of Directives to Physicians under the Texas Natural Death Act, and implementation of treatment decisions made by agents appointment under a Durable Power of Attorney for Health care. If you desire further information about any of these policies, contact the Director of Social Services at 940-328-3285.

ADVANCED DIRECTIVE TEAM

Director / Social Service, 940-328-6385

Coordinator / Patient Education, 940-328-6239

If one of the above is not available, call 940-325-7891 and ask the operator to page the House Supervisor or Nurse Manager

This Facility is Legally Obligated To Serve The Community

This health care facility is required by law to make its services available to all people in the community.

This facility is not allowed to discriminate against a patient because of race, creed, color, national origin or because a patient is covered by a program such as Medicaid or Medicare.

If this facility provides emergency services, it must not deny those services to a person who needs them but cannot pay for them.

If you believe you have been improperly denied Emergency services, contact the Admissions or Business Office of this facility or call Toll Free 1-800-638-0742 (Maryland residents call 1-800-492-0359) for assistance U.S. Department of Health, Education, and Welfare Public Health Services.

Palo Pinto General Hospital

Your Patient Rights And Responsibilities

Patient Visitation

Intensive Care

9am - 11am

1pm - 3pm

5pm - 6:30pm

8pm - 9pm

Med/Surg

Open Visitation

Women's Services

8am - 9pm

Revised 09/09/2013

The patient has the right to:

- Considerate and respectful care.
- Obtain from his physician complete current information concerning his diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in his behalf. He has the right to know by name the physician responsible for coordinating his care.
- Receive from his physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information and informed consent should include, but necessarily by limited to, the specific and/or treatment, the medically significant risks involved, and the probable duration of incapacitation.
- Where medically significant alternatives for care of treatment exists, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedures and/or treatment.
- Refuse treatment to the extent permitted by the law and to be informed of the medical consequences of his action.
- Consideration of his privacy concerning his own medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in his care must have the permission of the patient to be present.
- Expect that all communications and records pertaining to his care should be treated as confidential. Obtain a copy of his health care information or to examine his record.
- Expect that within its capacity a hospital must make reasonable response to the request of a patient for services. The hospital must provide evaluation, services and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility only after he has received complete information and explanation concerning the needs for and alternatives to such a transfer.
- Obtain information as to any relationship of his hospital and other health care/educational instructions insofar as his care is concerned.
- Obtain information as to the existence of any professional relationship among individuals, by name, who is treating him.
- Be advised if the hospital proposed to engage in or perform human experimentation affecting his care or treatment.
- Refuse to participate in such research projects.
- Expect reasonable continuity of care. He has the right to know in advance what appointment times and physicians are available and where.
- Expect that the hospital will provide a mechanism whereby he is informed by his physician or a delegate of the physician of the patient's continuing healthcare requirements following discharge.
- Examine and receive an explanation of his bill regardless of source of payment.
- Know what hospital rules and regulations apply to his conduct as a patient.

PATIENT RESPONSIBILITIES

- A patient has the responsibility to provide to the best of his knowledge, accurate and complete information about present illness, past illnesses, hospitalizations, medications, and other matters relating to his health. He has the responsibility to report unexpected changes in his condition to the responsible practitioner.
- A patient is responsible for reporting whether he clearly comprehends a contemplated course of action and what is expected of him. This would include voicing concern about any planned procedure, treatment of care.
- A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his care. This may include following the instructions of nurses and Allied Health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the responsible practitioner or the hospital.
- The patient is responsible for his actions if he refuses treatment or does not follow the practitioner's instructions.
- The patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible. Also, it is the patient's responsibility to be involved with their insurance company so that payment will be made promptly.
- The patient is responsible for following hospital rules and regulations affecting patient care and conduct.
- The patient is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, personal habits and the number of visitors. The patient is responsible for being respectful of hospital property and the property of other persons.
- The patient is responsible for respecting the right of other patients to a smoke-free environment. Palo Pinto General Hospital is a non-smoking hospital in order to provide this right to patients.

Palo Pinto Hospital District is Dedicated to Listening and Responding to Your Needs

If you have a comment or complaint about the quality or safety of the care or services you receive at Palo Pinto General Hospital, please contact any employee or Administration 940-328-6403 or PPGH Compliance Hotline 940-328-6877 or Risk Management 940-328-6232 or contact The Joint Commission's Office of Quality Monitoring by calling 1-800-994-6610 or emailing to: complaint@jcaho.org