

# PATIENT RIGHTS

OakBend Medical Center considers you a partner in your healthcare. When you are well informed, you are able to make decisions and help make your care as effective as possible. Understanding your rights as a patient is the first step in understanding your care.

OakBend Medical Center strives to be considerate of the ethnic, cultural, psychosocial and spiritual needs of each patient.

**As a patient at OakBend Medical Center, you have the right to:**

- considerate, respectful care at all times.
- be informed about your illness and participate in the development and implementation of your plan of care.
- be informed about which physicians, nurses and other health care professionals are responsible for your care.
- information in a manner understandable by you, necessary for you to make informed decisions, in consultation with your physician.
- consent to or refuse medical care, to the extent permitted by law, and to be told of the risks of not having the treatment and other treatments which may be available.
- reasonable access to care.
- have your pain assessed and/or managed to the extent possible and receive information on pain management.
- have a family member or representative of your choice and your own physician notified promptly of your admission to OakBend Medical Center.
- the extent permitted by law, to have your legal guardian, next of kin, or a surrogate decision maker appointed to make medical decisions on your behalf in the event you become unable to do so.
- have an Advanced Directive followed by doctors and hospital staff in accordance with federal and state law.
- take part in ethical questions that arise during your care.
- communicate with family, friends and others while you are a patient in the hospital unless restrictions are needed for therapeutic effectiveness.
- be provided language assistance i.e. Interpreter services, if you have a language barrier or hearing impairment so you may actively participate in your care.
- access the information contained in your medical record in a timely manner subject to state and federal law.
- an explanation of your hospital bill, even if you will not be paying for your care.
- personal privacy and for your medical information to be kept confidential within the limits of the law.
- receive care in a safe setting.
- be free from abuse or harassment.
- be free from restraints that are not medically necessary.
- be free from seclusion and restraints for behavior management except in emergencies as needed for your safety when less restrictive means may have been ineffective.
- consent or refuse to take part in any research or other educational project affecting your care.
- obtain information concerning the relationship of the hospital to other health care facilities as they relate to your care.
- submit a complaint to the hospital regarding your care or regarding any belief you have that you are being discharged too early.

## SUBMITTING A COMPLAINT TO OAKBEND MEDICAL CENTER

During your stay at OakBend Medical Center, your issue can usually be promptly addressed by discussing with your nurse or other member of the staff. However, if you feel your issue is not being addressed, you may call the Patient Concern Hotline at 281-341-2006.

Once you have filed your complaint, the appropriate staff will review the complaint and take action as appropriate. You will be promptly notified of the results of the action taken on your behalf. Your care will not be affected by submitting a complaint.

**After Discharge:**

You may call or write your concern and send it to:  
OakBend Medical Center  
Patient Concerns  
1705 Jackson Street  
Richmond, TX 77469  
281-341-2006

**Texas Department of State Health Services**

Health Facility  
Compliance Division  
1100 West 49th Street  
Austin TX 78756  
1-888-973-0022

**Fax:**

Print a Quality Incident Report Form from the website [jointcommission.org](http://jointcommission.org) and fax to Office of Quality Monitoring, 1-630-792-5636.

**Mail:**

Print a Quality Incident Report Form from the website [jointcommission.org](http://jointcommission.org) and mail to: Office of Quality Monitoring The Joint Commission One Renaissance Boulevard Oakbrook Terrace, IL 60181

**Medicare**

Medicare beneficiaries with complaints regarding quality of care, insurance coverage or if you think you were discharged too soon, you may submit your complaint for review by the Quality Improvement Organization.

TMF Health Quality Institute - Review and Compliance  
Bridgepoint 1, Suite 300  
5918 West Courtyard Drive • Austin, TX 78730-5036

