



Notice of Patient and Parent Rights and Responsibilities

Welcome to Driscoll. Our goal is to inform you about your rights while receiving services and to offer exceptional medical care in a safe and caring environment.

For help translating or understanding this notice, please contact Patient Relations at 361-694-4035 or 956-217-3472.

You and Your Child Have the Right to

- Be given a copy of this Notice of Patient and Parent Rights and Responsibilities.
- Voice a complaint or file a grievance as outlined at the end of this notice.
- Receive medical care free from discrimination.
- Participate in self-care/bedside care as much as medically possible.
- Make decisions about healthcare through discussion with your doctor and the healthcare team.
- Voluntarily participate in available research studies or feel free to refuse to participate without compromising current or future care.
- Give your informed consent before a test or treatment.
- Refuse consent for treatment or remove your child from the hospital, even when the doctor advises you not to, and be informed of the medical and legal consequences of this action.
- Make an Advance Directive in accordance with hospital policy. This means you have the right to direct your healthcare decisions or choose someone to make decisions if you are unable to make your own decisions.
- Request notification of your hospital admission be provided to a family member or someone of your choice and your primary care doctor.
- Receive a copy of Driscoll's notice of privacy practices.
- Receive consideration of your privacy concerning medical care and treatment, communication and record keeping.
- Receive medical care in a safe environment.
- Be free from abuse and harassment.
- Request to review and/or receive a copy of your medical record in accordance with hospital policy.
- Be free from restraints unless medically necessary and be safely restrained when restraints are medically necessary.
- Receive visitors in accordance with hospital policy.
- Receive reasonable responses to your requests and needs for treatment and services.
- Receive considerate and respectful care.
- Receive appropriate assessment and information about pain relief options and how you can participate in helping to manage pain.
- Know the names of the doctors, nurses and staff members who are providing care.
- Receive complete information in a language you understand about

your condition, tests, procedures, treatment options, possible risks, outcomes and requirements following your discharge.

- Request a consultation or second opinion from another doctor.
- Request a transfer to a different hospital if we cannot meet your needs for treatment or service.
- Review your hospital bill. Receive an explanation of the charges and information about financial assistance that may be available.
- Participate in discussions regarding ethical issues related to care. Requests for an ethics consult can be made by asking a member of the healthcare team.

Complaints and Grievances

- Voice a complaint or file a grievance:
 - Speak with a Driscoll staff member who will attempt to resolve the issue to your satisfaction.
 - If your complaint cannot be resolved, contact a Patient Relations Representative at 361-694-4035 or 956-217-3472 who will help you with your complaint. Know that sharing a complaint will not compromise your current or future care.
 - If we are not successful in addressing your complaint to your satisfaction, you have the right to file a grievance with:
 - Health Care Quality, Texas Health and Human Services Commission, P.O. Box 14937, Austin, TX 78714-9347; 888-973-0022
 - Joint Commission of Quality Monitoring: complaint@jointcommission.org
 - Texas Medical Board, ATTN: Investigations, 333 Guadalupe, Tower 3, Ste. 610, P.O. Box 2018, MC-263, Austin, TX 78768-2018; 800-201-9353

Patient and Parent Responsibilities

- Provide correct and complete health information, including changes in condition, past medical history, medications or treatments and any actual or perceived risk to care.
- Tell your doctor or nurse if you do not understand any part of your or your child's care.
- Follow the care plan agreed upon by you and your healthcare team and report to the doctor any side effects or inability to follow the care plan.
- Be respectful of the rights of other patients, families and staff, such as assisting in the control of noise, smoking, behavior and number of visitors.
- Payment for medical care provided.