

Altus Healthcare Management Service

390 North 11th Street
Beaumont, Texas 77702
Main: 409-981-5500; Fax: 409-981-5501

Patient's Bill of Rights and Responsibilities

- I.** A patient has the right to respectful care given by competent personnel.
- II.** A patient has the right, upon request, to be given the name of his attending practitioner, the names of all other practitioners directly participating in his care, and the names and functions of other health care persons having direct contact with the patient.
- III.** A patient has the right to consideration of privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
- IV.** A patient is given the opportunity to approve or refuse release of records pertaining to his medical care, except when release is authorized by law or third party contractual arrangement. The records will be treated confidentially, otherwise.
- V.** A patient has the right to know what rules and regulations apply to his conduct as a patient.
- VI.** The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- VII.** The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- VIII.** The patient has the right to full information in layman's terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his behalf to the responsible person.
- IX.** Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure. Informed consent is defined in section 103 of the Health Care Services Malpractice Act (40 P.S. § 1301.103).
- X.** A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program, and the patient, or responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he has previously given consent.
- XI.** A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- XII.** A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sexual orientation, national origin, handicap, disability or source of payment.
- XIII.** The patient who does not speak English shall have access, where possible, to an interpreter.
- XIV.** The Center shall provide the patient, or patient designee, upon request, access to the information contained in his medical record, unless access is specifically restricted by the attending practitioner for medical reasons.
- XV.** The patient has the right to expect good management techniques to be implemented by the Center. Those techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
- XVI.** When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
- XVII.** The patient has the right to expect that the Center will provide information for continuing health care requirements following discharge and the means for meeting them.
- XVIII.** A patient has the right to be informed, of patient rights at the time of admission, conduct and responsibilities and method for expressing complaints and suggestions to the facility.
- XIX.** The Center expects the patient to ask questions about any directions or procedures they don't understand.
- XX.** The Center expects the patient or responsible person (if patient cannot supply the information) to provide information about past illnesses, hospitalizations, medications (including over the counter and dietary supplements) and other pertinent matters (i.e., allergies or sensitivities).
- XXI.** The Center expects the patient to be considerate of other patients and staff in regard to noise, and number of visitors in the patient areas. The patient is also expected to respect the property of the Center and other persons.
- XXII.** The patient is expected to follow all safety regulations that they are told or read about.
- XXIII.** If the patient fails to follow their healthcare provider's instructions, or if the patient refuses care, they are responsible for their own actions.

The physicians, nurses, and the entire staff at Altus Healthcare are committed to assure you reasonable care. Should you have a complaint or grievance related to Altus Healthcare, contact the Administrator at 409-981-5500.

Medicare provides a source for patients to present complaints regarding their care received at the Center. The Medicare Ombudsman website is: <http://www.cms.gov/center/ombudsman.asp>.

You may also contact the Texas Department of State Health Services Manager, Health Facility Compliance, PO Box 149347, Austin, Texas 78714-9347, (888) 973-0022. Presentation of a complaint will not compromise your care under any circumstances.