



The policy of Memorial Hermann Surgical Hospital Kingwood is to provide the best possible treatment to all patients at all times, under all circumstances, and in an equitable and humane manner.

No person shall be denied access to available and medically indicated treatment or accommodations on the basis of race, gender, disability, creed, religion, national origin, political belief, or handicap.

Each patient (or medical decision-maker where applicable) has the following rights and responsibilities:

1. Rights to information
2. Rights related to care
3. Rights of recourse
4. Patient responsibilities

Rights to information

Each patient or medical decision-maker has the right to receive information in language he/she can understand about:

- Patient rights at the time of admission
- Name and specialty of all physicians participating in the case
- Nature and extent of the medical problem, the planned course of treatment and outcomes
- Details necessary to give informed consent before a procedure or treatment, including options for effective management of pain
- Hospital rules and regulations as they apply to patients and parents
- How to resolve complaints concerning the quality of care or service

Rights related to care

While in the hospital, each patient or medical decision-maker has the right to:

- Have a designated family member and primary-care provider notified upon admission, if desired by the medical decision-maker
- Receive appropriate assessment and effective management of pain pertinent to his/her medical condition
- Participate in care in an informed manner and make decisions about healthcare through discussion with his/her physician
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of this action
- Regard participation in data-gathering for research as voluntary and feel free to refuse to participate without compromising access to current or future care

- Safeguard his/her right to personal privacy
- Maintain confidentiality of personal health information
- Receive care in a safe environment, to the extent the hospital can control that environment
- Access to protective services
- Expect that the hospital will respond to a request for services in a reasonable manner
- Receive considerate care that respects the patient's personal values and beliefs
- Be kept free of restraints, unless medically necessary
- Examine and receive an explanation of the hospital bill, regardless of payment source
- Expect reasonable continuity of care and be informed of continuing healthcare requirements following discharge

Rights of recourse

Each patient or medical decision-maker has the right to:

- Participate in discussion of ethical issues relating to care. Concerns may be reported to the Hospital Administrator.
- Receive information on how to resolve complaints about quality of care or service
- Contact the Hospital Administrator with concerns or questions, to make a complaint, or to file a formal, written grievance if the complaint process has not resolved the issue
- Know that presentation of a complaint or grievance will not compromise current care or future access to care
- Contact the Joint Commission Office of Quality Monitoring at www.jcaho.org to report any concerns or register complaints about patient care and safety that cannot be resolved through the hospital

Patient responsibilities

Proper patient care depends on the acceptance of certain responsibilities. The patient or the medical decision-maker has the responsibility to:

- Provide accurate and complete information about his/her health and report changes in his/her condition or perceived risks in care
- Ask questions when he/she does not understand what he/she has been told about care or what he/she is expected to do
- Follow the prescribed treatment plan and report to the physician any side effects. If the patient refuses treatment or fails to follow the directions of his/her physician or proper hospital personnel, he/she will be responsible for his/her actions
- Assure that the financial obligations of his/her healthcare are fulfilled
- Follow the hospital rules and regulations and be considerate of the rights of others at the hospital, such as assisting in the control of noise, smoking and number of visitors