

**Pasadena Health Center
908 Southmore, Suite 100
Pasadena, TX 77502**

Patient's Responsibility, & Organizational Ethics

Patient's Rights

This facility and medical staff have adopted the following list of patient rights. This list shall include but not be limited to the patient's rights.

- Exercise these rights without regard to sex or culture, economic, educational, or religious background or the source of payment for his/her care.
- Considerate and respectful care including the appropriate assessment and management of pain.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will see him/her.
- Receive information from his/her physician about his/her illness; his/her course of treatment and his/her prospects for recovery in terms that he/she can understand.
- Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, the information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course or treatment or no-treatment and the risks involved in each and know the name of the person who will carry out the procedure or treatment.
- Participate actively in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to refuse treatment.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.

- Confidential treatment of all communications and records pertaining to his/her care. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
- Reasonable responses to any reasonable requests he/she may make for services.
- Leave the facility even against the advice of his/her physician.

- Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
- Be advised if his/her physician proposes to engage in or perform human experimentation affecting his/her care treatment. The patient has the right to refuse to participate in such research projects.
- Examine and receive an explanation of his/her bill regardless of source payment.
- Know which facility rules and policies apply to his/her conduct while a patient.
- Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

A list of these patient's rights shall be posted both in English and Spanish within the facility do that such rights may be read by the patients.

All personnel shall observe these patient's rights.

Patient Responsibilities

The care a patient receives depends partially on the patient himself/herself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect.

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past medical history and other matters relating to his/her health including existing level of pain.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the facility or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuses treatment or not follows his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
- The patient is responsible for following facility policies and procedures.
- The patient is responsible for being considerate of the rights of the other patients and facility personnel, which includes refraining from use of foul language, abusive, threatening, or disruptive behavior.

Organizational Ethics

Pasadena Health Center operates under a Code of Conduct. The purpose of this Code of Conduct is to ensure that all Pasadena Health Center are committed to conducting their activities in accordance with the highest levels of business ethics and in compliance with all applicable state and federal laws and regulations