

Patient Rights & Responsibilities

Patient Rights: (As a patient of TRMC you can expect the following:)

1. The hospital will treat the patient in a dignified and respectful manner that supports his or her dignity.
2. The hospital will provide care, treatment, and services to patients within its capability and mission and in compliance with laws and regulations.
3. The hospital will respect the patient's right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services.
4. The hospital respects the patient's cultural and personal values, beliefs, and preferences.
5. The hospital will accommodate the right to religious and other spiritual services for patients.
6. Each patient will receive information on admission about their rights and responsibilities including the extent to which the hospital is able, unable or unwilling to honor advance directives if the patient has an advance directive.
7. The patient will be provided access, may request amendment to, and will receive an accounting of disclosure regarding his or her own health information in accordance with laws and regulations.
8. The hospital will respect the patient's rights to participate in decisions about his or her care, treatment, and services.
9. Patients will be involved in resolving dilemmas about care, treatment, and service.
10. A surrogate decision maker, as allowed by law, will be identified, involved, and make decisions when a patient cannot make decisions about his or her care, treatment, and services.
11. The hospital and/or licensed independent practitioner responsible for managing the patient's care, informs the patient or surrogate decision-maker about unanticipated outcomes of care, treatment, and services that relate to sentinel events considered reviewable by The Joint Commission.
12. The family, as appropriate and as allowed by law, with permission of the patient or surrogate decision maker will be involved in care, treatment, and services decisions.
13. The hospital honors the patient's right to give or withhold informed consent.
14. The hospital will honor the patient's right to give or withhold informed consent to produce or use recordings, film, or other images of the patient for purposes other than his or her care.
15. The patient has the right to an environment that preserves dignity and contributes to a positive self-image.
16. Patients have the right to refuse care, treatment and services in accordance with laws and regulations.
17. The hospital will address patient decisions about care, treatment, and services received at the end of life.
18. The existence or lack of an advance directive will not determine and individual's access to care, treatment, and services.
19. The hospital will honor a patient's wishes regarding organ donation within the limits of the law and the hospital's capacity.
20. Patients and, when appropriate, their families will be informed about the outcome of care, treatment, and services that have been provided, including un-anticipated outcomes.
21. The hospital will respect the patient's right to and need for effective communication in a manner that he or she understands.
22. The hospital will receive, review, and when possible, resolve complaints from patients and families.
23. The hospital will inform patients, families, and staff about the complaint resolution process.
24. The hospital will respect the needs of patients for confidentiality, privacy, and security.
25. The hospital will protect the patient and respects his or her rights during research, investigation, and clinical trials.
26. The patient has the right to be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse.
27. The hospital will plan support, and coordinate activities and resources to ensure that pain is recognized and addressed appropriately and in accordance with the care, treatment, services provided including assessing, education, and managing pain.
28. The hospital will assist patients in discharge planning, and accessing protective and advocacy services.
29. Patients will be provided information regarding their responsibilities while receiving care, treatment, and services.
30. The hospital will allow family members, friends, and others to be present with patients, as requested by patient for emotional support during the course of the hospital stay.
31. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
32. The hospital will provide the hospital visitation rights to the patient on admission, including clinically necessary or reasonable restrictions or limitations.
33. The hospital provides the patient or surrogate decision-maker with the information about the outcomes of care, treatment, and services that the patient needs in order to participate in current and future health care decisions.
34. The hospital informs the patient or surrogate decision-maker about unanticipated outcomes of care, and treatment, and services that relate to sentinel events as defined by The Joint Commission. (Refer to the Glossary for a definition of sentinel event).

Patient Responsibilities:

1. The patient's physician expects that the patient or their family will provide information about past illnesses, hospitalization, medication, and other matters related to their health history in order to effectively facilitate their care, treatment, and services.
2. The hospital expects that the patient will cooperate with all hospital personnel and ask questions if directions and/or procedures are not clearly understood.
3. The patient is expected to be considerate of other patients and hospital personnel and to assist in the control of noise, smoking, and the number of visitors in their room at any one time. The patient is also expected to be respectful of the property of other persons and the property of TRMC.
4. In order to facilitate the patient's care and the efforts of their physicians and hospital employees to provide care, the patient is expected to follow their instructions and medical orders.
5. Duly authorized members of the patient's family are expected to be available to hospital personnel for review of the patient's treatment in the event the patient is unable to properly communicate with the clinical staff or physicians.
6. It is understood that the patient assumes the financial responsibility of paying for all services rendered either through third party payers (their insurance company) or being personally responsible for payment for any services which are not covered by their insurance policies.
7. It is expected that the patient will not take medications/drugs which have not been prescribed by the patient's attending physician and administered by hospital staff and that the patient will not consume any alcoholic beverages or toxic substances not allowed by their physician during their hospital stay.
8. The patient is expected to observe and follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital.
9. The patient is fully responsible for reading, understanding, and signing all hospital forms and documents associated with their care. The patient should ask questions about anything in the forms and documents that they do not understand prior to signing them.
10. If a patient is a minor child under 12 years of age, the parents guardian are requested to stay with the patient.
11. The patients is expected to support mutual consideration and respect by maintaining civil language and conduct when interacting with hospital staff and licensed independent practitioners.

Complaints:

Reference: Joint Commission CAMH RI.01.01.01

Please notify your direct caregiver, the charge nurse, or unit manager for any issues or concerns regarding your care or safety. If you have concerns about patient care and safety that the hospital has not addressed or resolved to your satisfaction, you are encouraged to contact the hospital's management.

Administration may be reached Monday through Friday between 8:00 am and 5:00 pm by dialing the hospital operator at '0' and asking for Administration. After hours, the House Supervisor may page the Administrator on call. A written concern may be mailed to:

Titus Regional Medical Center
Attention: Chief Executive Officer
2001 North Jefferson, Mt. Pleasant, TX 75455

You may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints at:

Mail: The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

Fax: 630-792-5636
Email: patientsafetyreport@jointcommission.org
Online: www.jointcommission.org

You may contact the Texas State Department of Health Services to report any concerns or register complaints by calling 1 888-973-0022 or by mail at 1100 West 49th Street, Austin, TX 78756.

Patient Visitation

General Medical/Surgical Units

Open visitation unless restricted at patient's request, physician's order, or patient's condition.

Obstetrical Services- Women's and Children's Center

8:00 am to 9:00 pm

Intensive Care Units (ICU)

Visitation Periods:

8:00 a.m. to 8:15 a.m.
10:00 a.m. to 10:15 a.m.
12:00 p.m. to 12:15 p.m.
2:00 p.m. to 2:15 p.m.
4:00 p.m. to 4:15 p.m.
6:00 p.m. to 6:15 p.m.
8:00 p.m. to 8:15 p.m.

Inpatient Rehabilitation Unit

- a. Visitation is encouraged but may be limited during therapy hours as to interfere with therapy sessions.
- b. Therapy hours are 7:00 a.m. to 3:00 p.m.

Solutions Behavioral Health Unit

12:30 p.m. to 2:00 p.m.
5:30 p.m. to 6:30 p.m.