

## *El Paso - Ambulatory Clinic Policy and Procedure*

Title: <b>PATIENTS' RIGHTS AND RESPONSIBILITIES</b>	Policy Number: <b>EP 6.1</b>
Regulation Reference: CMS, Joint Commission, Texas DSHS, Texas Administrative Code	Effective Date: <b>04/2023</b>

### **Policy Statement:**

It is the policy of Texas Tech Physicians of El Paso (TTP-EP) to promote considerate, courteous, and respectful care and treatment for all patients. It is recognized that the patient is a vital participant in the treatment plan and therefore has rights and responsibilities regarding that treatment.

### **Scope and Distribution:**

This policy applies to all TTP-EP ambulatory clinics.

### **Procedure:**

The TTP-EP Patient Rights and Responsibilities (PRR) will be displayed in all clinics either at the front office, via a patient handbook or as a screen saver for those clinics equipped with an electronic medical record.

### **RIGHTS AND RESPONSIBILITIES**

#### **1. Access to Care:**

##### a. Rights:

- 1) Expect quality care with an emphasis on safety.
- 2) Receive fair, considerate treatment regardless of age, gender, race, creed, national origin, economic status, lifestyle, or disability.
- 3) Request communication assistance if necessary.
- 4) Participate in the development and implementation of the care plan.

##### b. Responsibilities:

- 1) Keep appointments and notify appropriate clinic personnel at least 24 hours prior to scheduled appointment, if unable to keep scheduled appointment.
- 2) Complete and sign a current "Consent to Treatment" form.
- 3) Notify clinic personnel prior to an appointment regarding any special assistance necessary to clearly communicate with physicians, providers or nurses.
- 4) Be involved and follow the plan of care.

#### **2. Privacy and Confidentiality:**

##### a. Rights:

- 1) Receive privacy concerning his or her medical care and personal health information including diagnosis or condition, treatment and medical records, to the extent required by law.

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- 2) Be provided the opportunity to talk privately with medical personnel, clergy, visitors, and others when clinically and medically possible.
- 3) Obtain a written copy of TTP-EP Notice of Privacy Practices.
- 4) Grant or deny permission of presence to those not directly involved as care providers.

### **b. Responsibilities:**

- 1) Acknowledge receipt of TTP-EP Notice of Privacy Practices addressing certain additional patient rights.
- 2) More information on these rights can be obtained by contacting the Privacy Officer at [elpasocomplianceoffice@ttuhsc.edu](mailto:elpasocomplianceoffice@ttuhsc.edu).

## **3. Information:**

### **a. Rights:**

- 1) Know the name of the provider/staff member responsible for his/her care.
- 2) Obtain from the provider/staff member complete and understandable information regarding his or her diagnosis, treatment, outcome, complications, possible risks, and follow-up care and expected recuperation time.
- 3) Be advised if the provider/staff member proposes to engage in, perform human experimentation, or research affecting his or her care or treatment, and to refuse if desired to participate in such experimentation or research.
- 4) Be informed of known alternative treatments and to choose among the alternatives, including the right to refuse treatment.
- 5) Inspect and obtain a copy of his or her medical record (for a reasonable fee) as allowed by law.
- 6) Expect reasonable continuity of care and be informed of any continuing health care requirements.

### **b. Responsibilities:**

- 1) Provide a complete medical history, including past illnesses, hospitalizations, medications and other matters relating to his or her health.
- 2) Inform the provider/staff member of any changes in his or her health condition.
- 3) Provide a copy of his or her Medical Advance Directive and/or Medical Power of Attorney (if applicable and in effect).
- 4) Ask questions about specific problems and request information when not understanding his or her illness or treatment.

## **4. Refusal of Treatment:**

- a. Rights: Refuse treatment to the extent permitted by law and to be informed of the potential medical consequences of refusal.
- b. Responsibilities: Accept results or consequences if he or she refuses treatment, does not follow the provider's recommendations or leaves TTUHSC clinics against medical advice.

## **5. Respect and Consideration:**

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### **a. Rights:**

- 1) Raise concerns regarding any aspect of his/her medical care and service by contacting the involved clinic or the appropriate campus designee at (915) 215-4470.
- 2) Be free from restraints or seclusion imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- 3) Appropriate assessment and management of pain and to be free of pain to the extent that is medically possible.
- 4) Sensitivity addressing issues related to care at the end of life.
- 5) Have their personal dignity respected at all times.
- 6) Considerate and respectful care that honors psychosocial, spiritual and cultural values and beliefs.
- 7) Have an Advance Directive, Medical Power of Attorney or Out-Of-Hospital Do Not Resuscitate with the expectation that clinical staff will honor the documents as allowed by law.

### **b. Responsibilities:**

- 1) Respect the rights of other patients and TTP-EP personnel.
- 2) Respect TTUHSC at El Paso property and property of other patients.
- 3) Ensure that all minors in his or her charge observe and respect TTP-EP property and other patients and visitors rights while on TTP-EP premises and keep minors with them and safe at all times.
- 4) Refrain from aggressive behavior which will not be tolerated. Examples of aggressive behavior includes physical assault, verbal harassment, abusive language and threats.
- 5) Refrain from smoking on the clinic property.

## **6. Payment for Care:**



### **a. Rights:**

- 1) Receive information regarding clinic guidelines explaining fee schedule and payment policies upon entry into the system.
- 2) Examine and receive an explanation of any billing/costs upon request.
- 3) Request an estimate of future charges and receive information on discounting for the uninsured.
- 4) Be informed of the existence of business relationships among the hospital, other educational institutions or health care providers and payers that may influence the patient's treatment.

### **b. Responsibilities:**

- 1) Make prompt payment at the time of service, including co-pay, co-insurance, deductibles, and any other uncovered charges.
- 2) Comply with Texas Tech Physicians of El Paso financial screening guidelines.
- 3) Request information about payment options. Information may be obtained by calling the MPIP Business Office at (915) 215-4700.
- 4) Report changes in address, telephone number and any other insurance information.

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Signatory approval on file by: Juan Figueroa, MD Director of Clinical Operations Clinic Medical Directors Committee, Chair Texas Tech Physicians of El Paso 	
Office of General Counsel Texas Tech University Health Sciences Center of El Paso  RN CPHRM Director, Claims Management	