

Patient Rights and Responsibilities

As a patient, you have the right to respectful and considerate care. Also, there are specific rights and responsibilities you have during your hospital stay.

PATIENT RIGHTS:

You have the right to:

- Be informed of your rights at the time of admission. In case of transfer, you have the right to choose the hospital of your choice.
- Receive a Medical Screening Examination within the capabilities of this emergency facility and staff and any necessary stabilizing treatment, if you have a medical emergency or are in active labor; and to receive an appropriate transfer to another facility, even if you cannot pay, have no medical insurance or are not entitled to Medicare or Medicaid.
- Expect emergency procedures to be implemented without unnecessary delay along with good quality care and high professional standards that are continually maintained and reviewed.
- Effective communication with healthcare professionals in a manner that you understand. Elite Hospital Kingwood will provide sign language or foreign language interpreters as needed. Information given will be appropriate to your age, understanding, and language. If you have vision, speech, and/or hearing impairments, we will provide you with additional communication aids to ensure your care needs are met.
- Considerate and respectful care that respects culture, personal values, beliefs, and preferences that supports personal dignity regardless of age, race, color, religion, sexual orientation, national origin, disability, or source of payment.
- Pain management appropriate to your medical diagnosis, treatment, or procedure.
- Access, request amendment to, and obtain information on disclosures of personal health information in accordance with law and regulations.
- Be involved in making decisions about your care, treatment, or services and receive full information concerning diagnosis, treatment and prognosis, alternative treatments, and possible outcomes including at the end of life.
- Consent or refuse care, treatment, or services, in accordance with law and regulations.
- Informed consent prior to the start of a procedure, treatment, or service.
- Have a surrogate decision-maker consent or refuse care, treatment, or services for you and he/she will be provided outcome information in order for you to participate in current or future health care decisions.

Have your family involved in the care, treatment, or services with your permission or your surrogate decision-maker.

- Be told the names of your doctors, nurses, and all healthcare team members.
- Full privacy and confidentiality in care discussions, exams, and treatments except as otherwise provided by law or third-party contractual arrangement.
- Give or withhold consent to produce or use recordings, films, or other images for purposes other than your care.
- Agree or refuse to take part in medical research studies and may withdraw from a study at any time without impacting your access to standard care.
- Receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- Voice your concerns about the care you received. If you have a problem or complaint, you may talk with your doctor, nurse, or facility manager. You may also share a concern to the Texas Department of State Health Services, CIHQ, KePro, or CMS.

PATIENT RESPONSIBILITIES:

You have the responsibility to:

- Provide to the best of your knowledge complete and accurate information about your present complaints, past illnesses, hospitalizations, medications, and other matters related to your health.
- Ask questions when you do not understand your care, treatment, or services that has been provided or proposed.
- Follow instructions about your care, treatment, or services, or concerns about your ability to follow the proposed plan of care, treatment, or services. You are responsible for outcomes if you do not follow or refuse the care, treatment, and service plan.
- Report any unexpected changes in your condition to the facility staff.
- Provide us with a copy of your advanced directive if you have one.
- Show respect and consideration for the emergency room staff, other patients, and visitors and their property.
- Follow the policies and procedures the facility has set forth for your safety and well-being.
- Provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.

Patient Concerns

PATIENT ADVOCACY

Quality health care is our priority, and we tirelessly review ways to improve our patient care. If you have a problem or concern, you may talk with your doctor, nurse, or facility manager. After you leave the hospital, you will receive a patient satisfaction survey by phone from Elite Hospital Kingwood. To ensure your privacy, this survey is conducted by an independent third party, PRC Research Consultants. Please take the time to complete the survey. We will use your feedback to improve the care and services we provide.

INTERNAL RESOURCES

If you have a concern about your care at Elite Hospital Kingwood, please speak to a member of your care team or call us at [832-777-6165](tel:832-777-6165) and request to speak with a patient advocate.

EXTERNAL RESOURCES

You may also contact any of external resources below to file a complaint.

CIHQ

Center for Improvement in Healthcare
Quality
P.O. Box 1540
Mexia, TX 76667-1540
Attn: Chief Executive Officer

CMS Region 6 Quality of Care Complaints – Customer Service

Center for Medicare & Medicaid Services, local region 1301
Young St., Suite 714
Dallas, TX 75202
[214.767.6423](tel:214.767.6423)
rodaldora@cms.hhs.gov

KePRO

Medicare Quality-Improvement Organization Rock
Run Center
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
[844-430-9504](tel:844-430-9504)
Keproqio.com

Texas Department of State Health Services

Complaint hotline: 1-800-458-9858, Option 5

Email: hfc.complaints@hhs.texas.gov

Fax: 833-709-5735

Mailing address:

Health and Human Services Commission
Complaint and Incident Intake
Mail Code E-249
P.O. Box 149030
Austin, Texas 78714-9030