



Bear Creek Surgery Center, LLC

RIGHTS OF THE PATIENT:

- Every patient has the right to courtesy, respect, dignity, personal privacy, responsiveness to his/her needs. These rights are regardless of age, race, sex, nationality, religion, cultural or physical handicap, and personal value and beliefs.
- Every patient has the right to receive information in a manner he/she understands.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his social, religious, and psychological well-being.
- Every patient has the right to confidentiality. Every patient has the right to approve or refuse the release of medical information to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
- Every patient has the right to receive care in a safe setting.
- Every patient has the right to have access, request amendment to and obtain information on disclosures of his or her health information in accordance with law and regulation.
- Every patient has the right to involve their family in care, treatment, services and decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
- Every patient has the right to express grievances or complaints without fear of reprisals and expect they will be fully investigated.
- Every patient is provided complete information regarding diagnosis, treatment, and prognosis, alternative treatments or procedures and the possible risks, expected outcomes, and side effects associated with treatment before it's performed. In accordance, the patient has the right to give or withhold informed consent.
- Every patient has the right to make decisions regarding healthcare that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment.
- Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.
- Every patient has the right to appropriate treatment and care including assessment and management of pain.
- Every patient has the right to understand facility charges. Every patient has the right to an explanation of all facility charges related to his/her health care and to be informed of services that are available and the charges for services not covered by third-party payers.
- Every patient has the right to be free from all forms of abuse or harassment.
- Every patient has the right to give or withhold informed consent to produce or use recordings, films or other images of the patient for purposes other than his/her care.
- Every patient has the right to make Advance Directives or to execute Powers of Attorney. Bear Creek Surgery Center's Policy on Advanced Directives is made available to all patients.

RESPONSIBILITIES OF THE PATIENTS:

- Patients are responsible to be honest and direct about matters that relate to them, including answering questions honestly and completely.
- Patients are responsible to provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advanced directive, medication and other pertinent data.
- Patients agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference or handicap, or national origin.



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- Patients are responsible for assuring that the financial obligations for health care rendered are paid in a timely manner.
- Patients are responsible to sign required consents and releases as needed.
- Patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or Bear Creek Surgery Center employees.
- Patients are responsible for keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify Bear Creek Surgery Center as soon as possible.
- Patients are responsible for the disposition of their valuables, as Bear Creek Surgery Center does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of Bear Creek Surgery Center.
- Patients are to observe safety and no smoking regulations.

PATIENT COMPLAINT OR GRIEVANCE:

To report a complaint or grievance you may contact the facility Administrator by phone at (817) 518-9130 or by mail to the center address.

Complaints and grievances may be filed through the Health Facility Compliance Group (MC 1979):
Texas Department of State Health Services
P.O. Box 149347
Austin, Texas 78714-9347
Hotline: (888) 973-0022

All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman
Online at: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>