



Patient Rights

The patient has the right to impartial access to treatment that is available or medically indicated, regardless of race, creed, sex, national origin, or source of payment. The patient has the right to be informed of their rights prior to furnishing or discontinuing care whenever possible.

The patient is involved in decisions about care, treatment and services provided.

The patient has the right to receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment.

The patient has the right to consent to recording or filming made for purposes other than the identification, diagnosis or treatment of the patient.

The patient has the right to know the identity and professional status of individuals providing service to him/her and to know which physician or other practitioner is primarily responsible for his/her care.

The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her action.

The patient has the right to have the hospital address the wishes of the patient relating to end of life decisions.

The patient and his or her family, when appropriate, has the right to being informed about the outcomes of care, treatment and services that have been provided including unanticipated outcomes.

The patient has the right to expect the hospital to respect the patient's right to and need for effective communication.

The patient has the right to expect the hospital's resolution of the patient's, or the family's, complaints. The patient or family may direct concerns or complaints to the Texas Department of State Health Services at 1-888-973-0022, DNV Healthcare at 1-866-523-6842, or Westside Surgical Hospital at 832-701-2770 or by calling ext. 2770 from within the facility.

The patient has the right to expect the hospital to maintain confidentiality, privacy and security.

The patient has the right to an environment that preserves dignity and contributes to a positive self-image.

The patient has the right to be free from mental, physical, sexual, and verbal abuse, neglect and exploitation.



The patient has the right to pain management.

The patient has the right to access protective and advocacy services.

The hospital protects research subjects and respects the patient's rights during research, investigation, and clinical trials involving human subjects.

The patient has the right to have a complete an Advance Directive (such as a Living Will or durable power of attorney for health care) placed in his/her medical record with the expectation that the hospital staff and practitioners will honor the directive to the extent permitted by law and hospital policy.

Patient's Responsibilities

The patient has the responsibility to provide information about present complaints (including his/her level of pain based on the Hospital's tool for measurement), post illness, hospitalization, medication, and other matters relating to his/her health.

The patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care and for informing their physician and other caregivers if he/she anticipates problems in following the prescribed treatment.

The patient is responsible for the consequences of his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

The patient is responsible for following hospital rules and regulations affecting patient care, conduct, and safety.

The patient is responsible for being considerate of other patients and hospital property and personnel, and for assisting in the control of noise, smoking and number of visitors.

The patient is responsible for ensuring that the healthcare institution has a copy of his/her written Advance Directive.

The patient has a responsibility, when able, for maintaining personal hygiene and grooming during hospital stay.

The patient has the responsibility for providing information for insurance and for working with the hospital to arrange payment when needed.