

The mission of CHRISTUS Santa Rosa Health Care is to extend the healing ministry of Jesus Christ.

At CHRISTUS Santa Rosa, we function under a code of ethical behavior and are committed to providing you and your family with the highest quality of health care within our capabilities.

Our faith-based values maintain that we will respect each person's uniqueness and dignity as a child of God, understanding your individual needs throughout the healing process. As a patient in our hospital, or a parent/guardian of a child patient, you have rights that we recognize and support.

Your Rights as a Patient

A. You have the right to appropriate and compassionate care at all times.

B. You will not be discriminated against on the basis of your race, religion, color, national origin, sex, age, handicap, marital status, sexual preference or source of payment.

C. You have the right to register a complaint concerning any aspect of your stay/care and receive due follow-up from our patient care representative.

D. You have the right to expect reasonable safety insofar as the hospital's practices and environment are concerned.

E. You have the right to expect that the people caring for you will introduce themselves and explain their roles in your care.

F. If you do not speak the predominant language of the community, you will have access to an interpreter.

G. You have the right to receive information about your condition in terms you can understand, as well as the proposed course of treatment, procedures and prospects for recovery. If your physician withholds this information because it is not medically advisable, he or she must record the reason in your medical record.

H. You have the right to designate a representative to make health care decisions on your behalf.

I. You or your designated representative have the right to participate in the consideration of ethical issues surrounding your care.

J. You have the right to choose which pain control method you wish to try, consistent with accepted medical practice

K. You have the right to refuse treatment to the extent provided by law and to be informed of the medical consequences of that refusal. If you refuse care or treatment, you are responsible for the results of that decision. If the hospital or its staff decide that your refusal of treatment prevents you from receiving appropriate care according to ethical and professional standards, the relationship with you may be terminated upon reasonable notice.

L. You have the right to refuse to take part in any research or experimental projects, and to withdraw from such projects in which you previously agreed to participate. Also, some of the caregivers involved in your care may be students. If so, this will be explained to you, and you have the right to refuse students to be involved in your care.

M. You may not be restrained unless a physician has given written authorization for this, or it is deemed necessary in an emergency situation to protect you from injuring yourself or others. Reasons for the application of restraints will be shared with you.

N. If you have consented to have your family kept informed regarding your care, and your family has agreed to be notified, you have the right to expect the staff to attempt to contact your family promptly to inform them of the need for restraint.

O. Generally, you have the right to read your medical record while you are a patient in the hospital if a physician or designated health care professional is present. After discharge, you have the right to obtain (for a fee), copies of your completed medical record

P. Communication and records about your care will be treated confidentially. You have the right to determine in writing who may receive copies of your medical record, except as required by law.

Q. You are entitled to privacy in treatment and in caring for your personal needs. This includes the right to be interviewed and examined in surroundings designed to assure reasonable privacy.

R. You have the right to talk privately with anyone you wish (subject to hospital visiting regulations), and the right to refuse to see visitors.

S. You will be instructed about how to continue your health care after you leave the hospital. When medically permissible, you have the right to be transferred to another facility. If transfer to another health care facility is necessary, you will receive an explanation as to why the transfer is required. You will be given assistance in making arrangements for transfer.

T. You have the right to an advance directive (such as directive to physician, family or surrogate, or medical power of attorney) concerning treatment or designating

a surrogate decision-maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.

U. You have the right to request and receive an itemized hospital bill and an explanation of your bill. Whenever possible, you will be notified when you are no longer eligible for insurance. You may ask the staff to give you information about financial help for your hospital bill.

V. You have the right to take part in religious and/or social activities while in the hospital, unless your physician thinks these activities are not medically advisable.

Patient Responsibilities

Your health care is a cooperative effort among you, your physician and the hospital staff. In addition to your rights, it is expected that you will assume the following responsibilities to the best of your ability.

A. Follow the hospital's rules and regulations as explained to you or as described in printed material.

B. Provide a complete and accurate medical history when requested to do so.

C. Follow the treatment plan recommended by your physician. It is your responsibility to advise those treating you if you decide not to follow the prescribed treatments. You are responsible for your own actions if you choose to refuse treatment or follow instructions.

D. Tell the physician or nurse if you do not understand your treatment or if you do not understand what you are expected to do.

E. Report unexpected changes in your condition to your physician.

F. Discuss pain management with your physician and nurse and assist them in measuring the amount of pain you experience. Ask for pain relief when you first experience pain. Tell a member of your health care team if your pain is not relieved. Tell your physician, nurse or therapist about any concerns you have about taking pain medications. Follow the developed pain management plan.

G. Make your needs and wishes known.

H. Provide the hospital a copy of your current

advance directive, if you have an advance directive.

I. Understand your health problems to your satisfaction. If you don't understand your illness or treatment, ask your physician about it.

J. Be considerate of other patients and of hospital staff and property.

K. Follow the hospital's visitor policy.

L. Be considerate of other patients and their respective right to privacy. It is your responsibility to see that your visitors are considerate of others, and that unnecessary noise does not annoy nearby patients.

M. Observe the hospital's "no-smoking" policy.

N. Pay your hospital bill or tell the hospital if you cannot pay the bill so that other arrangements can be made.

O. Participate and involve your family in educational opportunities concerning your health, and participate in discharge planning.

Responsibilities of CHRISTUS Santa Rosa Health Care To Our Patients

A. It is the responsibility of every health care team member to assure that every patient or surrogate decision-maker has the opportunity to exercise their rights in accordance with the Texas Administrative Code, applicable law, hospital policy and accepted standards of patient care. Furthermore, the organization recognizes the responsibility to inform and educate staff to ensure adherence to this policy.

B. CSRHC has the responsibility to our patients for appropriate pain management. All patients have the right to pain relief, including patients who lack the capacity to or cannot describe their pain. An important part of the care we provide is the management of our patients' pain. We are committed to providing collaborative, safe and effective pain management to our patients throughout the continuum of care.