

Patient Rights and Responsibilities

At The University of Texas MD Anderson Cancer Center, we respect you as an individual with unique health care needs. We want you to know about your rights as a patient, as well as what your responsibilities are to yourself, your health care team and to other patients.

We encourage open communication and a partnership between you and your health care team at MD Anderson.

Every Patient has the Right to Expect:

1. Care that is respectful, high-quality, considerate and dignified.

- Ask all people involved in your care to introduce themselves, state their role and explain what they are going to do for you.
- Expect quality treatment. This is a commitment to your safety and ongoing care.
- You can decide who can visit you, including family, friends and others. You may also have someone with you for emotional support.
- Your age, race, color, national origin, ethnicity, religion, culture/cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity/expression will not impact your care.
- You can request accommodations for your religious and other spiritual services.

2. Information that is understandable and complete, including treatment and care outcomes.

- You will be told about your condition including the proposed treatment, other treatment options and the benefits and risks of each option.
- You will be informed about your role in your own care.
- The hospital will involve your family in your care, treatment and service decisions in accordance with your wishes and the law. You may decide who may (or may not) receive information about your care.
- The outcome of your care, including expected and unexpected outcomes, will be shared with you or your designated representative(s).
- You will be informed of any research, educational or training activities that may be part of your treatment. You can choose to participate or not participate in these activities.

MD Anderson provides interpreters, translators and other language assistance services free of charge. Request that Language Assistance be contacted for you.

3. Participation in decisions about treatments, benefits, risks and options.

- It is your right to have your family and/or physician told promptly if you are admitted to the hospital.

- You may decide whether you wish to be treated and by which method of treatment. You can refuse a diagnostic procedure or treatment.
- If you refuse a treatment, you will be informed of the impact this decision will have on your health.
- You may request, prior to treatment, a reasonable estimate of charges for your care.

If you are a minor, your parent(s) or guardian(s) will be involved in all of your treatment planning decisions. If you are unable to make decisions about your care, MD Anderson will extend these same rights to your designated representative(s).

4. Consideration of personal beliefs and values.

- We respect your right to make a personal decision that is based on your beliefs and values, as well as on the available medical information.
- You, your family or your designated representative(s) will be involved in all ethical issues about your care.
- You may wish to think about these questions:
 - Do you have all the information you need to make a decision about your care?
 - In case you cannot speak for yourself, have you appointed someone to speak on your behalf through a Medical Power of Attorney? If not, have you informed us of who will speak on your behalf?

Ask to speak to Clinical Ethics to help address any of these concerns.

5. Prompt response to requests and needs.

- You have the right to considerate and respectful care.
- Should you need a service not provided by MD Anderson, you have the right to be assisted in transferring to another health care facility that can provide the needed service.
- You also have the right to examine your hospital bill and to have it explained to you.

6. Privacy and confidentiality in all matters.

- Case discussions, examinations and treatments are confidential and will be done in private by MD Anderson staff.
- Patient information is confidential and may not be given to third parties without your permission except as required by law. You or your legally designated representative(s) may access your medical record.
- You may request confidential status to protect your identity as a hospitalized patient.
- You may close the curtain around your bed or the room door when you want privacy.
- You may request to move to another room if you are unreasonably bothered by another patient and/or visitor. Every effort will be made to move you to a similar type of room.

7. Commitment to patient safety.

- You have the right to expect quality treatment that is committed to your safety and ongoing care.
- It is a priority to promote a safe and caring environment at MD Anderson.
- You have the authority to say “Stop, I have a concern” if you feel there is a safety issue.

8. Pain management by assessment.

- MD Anderson will provide an appropriate assessment to address and manage your pain.
- We will work with you to establish a goal for pain relief and to implement a plan to achieve that goal.

9. Respect of Medical Power of Attorney and other Advance Directives.

- You have the right to a Medical Power of Attorney. This lets you give one or more people the right to make medical decisions for you if you are unable to do so for yourself.
- You also have the right to complete a Living Will (Directive to Physicians and Family or Surrogates). This document tells how you want your medical care to be handled in case you are unable to say so for yourself.
- If you are in the hospital, you or your legally designated representative(s) may request the withholding of resuscitation (DNR), or the starting or ending of life-sustaining treatment.
- If you are an outpatient, you or your legally designated representative(s) may request that your physician prepare an Out-of-Hospital Do-Not-Resuscitate (DNR) order for you.

Ask to speak with Social Work if you need information or assistance in completing a Medical Power of Attorney or other advance directives.

10. To be heard if problems, complaints or grievances arise.

- MD Anderson values open discussion. If you share a complaint or concern, it will not negatively change your care in any way.
- You have the right to make complaints or grievances regarding the quality of care or service you receive. If you have a concern, please do not hesitate to inform the MD Anderson staff involved. You may also speak with the manager in charge.
- Ask to speak with Patient Advocacy at MD Anderson if you feel your concern was not addressed well enough. MD Anderson's goal is to address complaints at the time of complaint and grievances within 7 business days. If you have questions about the status of a complaint or grievance, contact your Patient Advocate at 713-792-7776.
- You may also call MD Anderson's Institutional Compliance Hotline at 800-789-4448.
- You may contact the Texas Health and Human Services Commission or The Joint Commission whether or not you have first told MD Anderson about your concern.
 - **Texas Health and Human Services Commission**, 888-973-0022
hfc.complaints@hhsc.state.tx.us
Mailing address: Health and Human Services Commission, Complaint and Incident Intake, Mail Code E-249, P.O. Box 149030, Austin, TX 78714-9030
 - **Office of Quality Monitoring for The Joint Commission**, 800-994-6610
patientsafetyreport@jointcommission.org
- Medicare beneficiaries may also submit complaints regarding concerns of quality of care, coverage decisions, and premature discharge by contacting:
 - **TMF Health Quality Institute**, 800-725-9216
Mailing address: Beneficiary Review Department, Barton Oaks Plaza Two, Suite 200, 901 MoPac Expressway South, Austin, TX 78745-5799

Adapted from the 'Rights and Responsibilities of the Individual' section of the "Comprehensive Accreditation Manual for Hospitals," The Joint Commission, ©2021.

Every Patient Has the Responsibility to:

- 1. Provide complete medical information.** Give accurate and complete information about your present health and medical history. This includes illness, hospital stays, medicines, advance directives and other health issues.
- 2. Ask for clear explanations.** Ask questions until you understand your condition, treatment or role in your care.
- 3. Make informed decisions.** You are responsible for the decisions you make about your care. You may be asked to give permission (consent) in writing for certain tests, procedures or surgical operations. Ask questions about any document you are asked to sign.
- 4. Understand.** Ask any member of your health care team to explain anything that you do not understand. It is important that you know your role in your care.
- 5. Report changes.** Tell your health care team about any changes in your health. Be sure to tell them if you are unable to follow the treatment plan that you have decided on.
- 6. Accept financial obligations.** Ask questions to be sure you understand your financial responsibilities. Pay or ask questions about your bills as soon as possible. You must provide complete and accurate third party payer and guarantor information. Any outstanding financial obligations related to services received must be paid promptly. The Financial Clearance Center (FCC) and Patient Business Services (PBS) are available to help you.
 - FCC helps with questions about insurance coverage. 713-792-4322 or 844-294-4322
 - PBS can help you understand your bills. 713-792-2991 or 800-527-2318
- 7. Respect the privacy of others.** Be considerate of other patients by observing their right to privacy, limiting your visitors, and maintaining a quiet atmosphere.
- 8. Be courteous when taking photos or making recordings.** You may want to take pictures or make audio or video recordings during your time at MD Anderson. However, do not include other patients or MD Anderson employees without their permission. All patients and employees have the right to request that you stop. Our employees have the right to leave an area until unpermitted recording ends, as long as it does not impact your safety.
- 9. Treat others with consideration and respect.** Patients, their family members and their caregivers must treat all people at MD Anderson – including other patients, caregivers, and employees – with dignity and respect, regardless of age, race, color, national origin, ethnicity, religion, culture/cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity/expression. MD Anderson will not honor requests for changes of provider or other care team members based on personal identifiers as described above, with limited exceptions.
- 10. Follow hospital rules and regulations.** Everyone must follow the hospital's rules and regulations at all times.