

PATIENT RIGHTS AND RESPONSIBILITIES

It is the intent of New Braunfels Surgery Center that every patient's civil and religious liberties, including the right to independent personal decisions and knowledge of available choices, shall not be infringed. The staff and the employees of the facility shall encourage and assist in your ability to exercise these rights. Any guardian or agent of the patient may seek enforcement of these Patient's Rights and Responsibilities. The physician's nurses and entire staff are committed to assure you reasonable care. Any complaints may be filed, in writing, to the contact information under "Whom to Contact."

1. You have the right to be treated with respect, consideration, and dignity.
2. You have the right to considerate and respectful care, which includes consideration of the psychosocial, spiritual and cultural considerations that influence your perception of illness.
3. You have the right to treatment regardless of your race, color, national origin, disability, sexual orientation, age, or source of payment for your care.
4. You have the right to exercise your rights free from any discrimination or reprisal.
5. You have the right to receive care in a safe setting.
6. You have the right to be free from all forms of abuse or harassment.
7. You have the right to be fully informed about your treatment or procedure and the expected outcome before it is performed.
8. You have the right to expect the facility, within its capacity and stated mission, and within applicable laws and regulations, to respond to your requests and need for treatment.
9. You have the right to accept or refuse medical or surgical treatment and the right to initiate advanced directives. If you have an advanced directive or wish to have one, please speak with a nurse. In the unlikely case of an emergency, the ASC staff initiate restorative measures. Advance directives, if any, will accompany the patient to the transfer hospital, and will be considered at that time and location, if appropriate.
10. You have the right, in collaboration with your physician, to make decisions regarding your healthcare.
11. You have the right to information that will enable you to make decisions regarding your healthcare.
12. You have the right to accept medical care or refuse treatment to the extent permitted by law and be informed of medical consequences of such refusal.
13. You have the right to be informed of any experimentation or other research or educational project that affects your care or treatment.
14. You have the right, within limits of the law, to personal privacy, and confidentiality of information.
15. You have the right to change provider if another qualified provider is available.
16. You have the right to know the identity of the physician and staff primarily responsible for your care, to understand credentials or qualification of all providers, and to be informed as to the nature and purpose of any procedures to be performed.
17. You have the right, or your legally designated representative, has the right within the limits of the law to information contained in your medical records.
18. You are responsible to be respectful of all healthcare professionals and staff, as well as other patients.

19. You are responsible for providing information about and/or copies of any living will or advanced directives.
20. You are responsible for providing, to the best of your knowledge, accurate and complete information about your health status and past medical history and reporting any unexpected changes to the appropriate practitioner.
21. You are responsible for following the treatment plan recommended by the primary practitioner involved in your case.
22. You are responsible for providing adult transport to your home after surgery and an adult to be responsible for you at home for the first 24 hours after surgery.
23. You are responsible to accept personal financial responsibility for any charges not covered by your insurance.

If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under the state law to act on the patient's behalf. If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by the state law.

Please be informed that the following physicians at New Braunfels Surgery Center have ownership in this ASC: N/A
New Braunfels Spine and Pain is owned by Spindletop Pain Management.

WHOM TO CONTACT:

**NEW BRAUNFELS SURGERY CENTER
717 Generations Drive, Suite A
New Braunfels, TX 78130
830-387-2343**

If your complaint or grievance is not resolved to your satisfaction, then you may report to:

**Texas Department of State Health Services
Health Facility Licensing Division & Compliance Division
c/o Director
1100 West 49th Street
Austin, TX 78756
888-973-0022**

For Medicare inquiries or complaints contact 1-800-Medicare or

<https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

SERVICES AVAILABLE

Patients have the right to all services available through the facility, which shall include but not be limited to:

- A. Pathology
- B. Radiology
- C. Anesthesiology
- D. Professional Nursing Care
- E. Laboratory