

El Paso - Ambulatory Clinic Policy and Procedure

Title: PATIENTS' RIGHTS AND RESPONSIBILITIES	Policy Number: EP 6.1
Regulation Reference: CMS, Joint Commission, Texas DSHS, Texas Administrative Code	Effective Date: 04/2023

Policy Statement:

It is the policy of Texas Tech Physicians of El Paso (TTP-EP) to promote considerate, courteous, and respectful care and treatment for all patients. It is recognized that the patient is a vital participant in the treatment plan and therefore has rights and responsibilities regarding that treatment.

Scope and Distribution:

This policy applies to all TTP-EP ambulatory clinics.

Procedure:

The TTP-EP Patient Rights and Responsibilities (PRR) will be displayed in all clinics either at the front office, via a patient handbook or as a screen saver for those clinics equipped with an electronic medical record.

RIGHTS AND RESPONSIBILITIES

1. Access to Care:

a. Rights

- 1) Expect quality care with an emphasis on safety.
- 2) Receive fair, considerate treatment regardless of sex, race, color, national origin, religion, age, disability, protected veteran status, genetic information, or any other legally protected category, class, or characteristic.
- 3) Request communication assistance if necessary.
- 4) Participate in the development and implementation of the care plan.

b. Responsibilities:

- 1) Keep appointments and notify appropriate clinic personnel at least 24 hours prior to scheduled appointment, if unable to keep scheduled appointment.
- 2) Complete and sign a current "Consent to Treatment" form.
- 3) Notify clinic personnel prior to an appointment regarding any special assistance necessary to clearly communicate with physicians, providers or nurses.
- 4) Be involved and follow the plan of care.

2. Privacy and Confidentiality:

a. Rights:

- 1) Receive privacy concerning his or her medical care and personal health information including diagnosis or condition, treatment and medical records, to the extent required by law.

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- 2) Be provided the opportunity to talk privately with medical personnel, clergy, visitors, and others when clinically and medically possible.
- 3) Obtain a written copy of TTP-EP Notice of Privacy Practices.
- 4) Grant or deny permission of presence to those not directly involved as care providers.

b. Responsibilities:

- 1) Acknowledge receipt of TTP-EP Notice of Privacy Practices addressing certain additional patient rights.
- 2) More information on these rights can be obtained by contacting the Privacy Officer at elpasocomplianceoffice@ttuhsc.edu.

3. Information:

a. Rights:

- 1) Know the name of the provider/staff member responsible for his/her care.
- 2) Obtain from the provider/staff member complete and understandable information regarding his or her diagnosis, treatment, outcome, complications, possible risks, and follow-up care and expected recuperation time.
- 3) Be advised if the provider/staff member proposes to engage in, perform human experimentation, or research affecting his or her care or treatment, and to refuse if desired to participate in such experimentation or research.
- 4) Be informed of known alternative treatments and to choose among the alternatives, including the right to refuse treatment.
- 5) Inspect and obtain a copy of his or her medical record (for a reasonable fee) as allowed by law.
- 6) Expect reasonable continuity of care and be informed of any continuing health care requirements.

b. Responsibilities:

- 1) Provide a complete medical history, including past illnesses, hospitalizations, medications and other matters relating to his or her health.
- 2) Inform the provider/staff member of any changes in his or her health condition.
- 3) Provide a copy of his or her Medical Advance Directive and/or Medical Power of Attorney (if applicable and in effect).
- 4) Ask questions about specific problems and request information when not understanding his or her illness or treatment.

4. Refusal of Treatment:

- a. Rights: Refuse treatment to the extent permitted by law and to be informed of the potential medical consequences of refusal.
- b. Responsibilities: Accept results or consequences if he or she refuses treatment, does not follow the provider's recommendations or leaves TTUHSC clinics against medical advice.

5. Respect and Consideration:

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a. Rights:

- 1) Raise concerns regarding any aspect of his/her medical care and service by contacting the involved clinic or the appropriate campus designee at (915) 215-4470.
- 2) Be free from restraints or seclusion imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- 3) Appropriate assessment and management of pain and to be free of pain to the extent that is medically possible.
- 4) Sensitivity addressing issues related to care at the end of life.
- 5) Have their personal dignity respected at all times.
- 6) Considerate and respectful care that honors psychosocial, spiritual and cultural values and beliefs.
- 7) Have an Advance Directive, Medical Power of Attorney or Out-Of-Hospital Do Not Resuscitate with the expectation that clinical staff will honor the documents as allowed by law.

b. Responsibilities:

- 1) Respect the rights of other patients and TTP-EP personnel.
- 2) Respect TTUHSC at El Paso property and property of other patients.
- 3) Ensure that all minors in his or her charge observe and respect TTP-EP property and other patients and visitors rights while on TTP-EP premises and keep minors with them and safe at all times.
- 4) Refrain from aggressive behavior which will not be tolerated. Examples of aggressive behavior includes physical assault, verbal harassment, abusive language and threats.
- 5) Refrain from smoking on the clinic property.

6. Payment for Care:


a. Rights:

- 1) Receive information regarding clinic guidelines explaining fee schedule and payment policies upon entry into the system.
- 2) Examine and receive an explanation of any billing/costs upon request.
- 3) Request an estimate of future charges and receive information on discounting for the uninsured.
- 4) Be informed of the existence of business relationships among the hospital, other educational institutions or health care providers and payers that may influence the patient's treatment.

b. Responsibilities:

- 1) Make prompt payment at the time of service, including co-pay, co-insurance, deductibles, and any other uncovered charges.
- 2) Comply with Texas Tech Physicians of El Paso financial screening guidelines.
- 3) Request information about payment options. Information may be obtained by calling the MPIP Business Office at (915) 215-4700.
- 4) Report changes in address, telephone number and any other insurance information.

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