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PATIENT'S RIGHTS AND RESPONSIBILITIES

Texas law requires that your healthcare provider recognize your rights while you are receiving medical care, and that you respect the healthcare providers' right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your healthcare provider. A summary of your rights and responsibilities follows:

A patient has the right:

- ❖ To be treated with courtesy and respect with appreciation of his/her individual dignity, and with protection of his/her need of privacy.
- ❖ To a prompt and reasonable response to questions and requests.
- ❖ To know who is providing medical services and who is responsible for his/her care.
- ❖ To know what patient support services are available, including whether an interpreter is available if he/she does not speak English.
- ❖ To know what rules and regulations apply to his/her conduct.
- ❖ To be given his/her healthcare provider information concerning diagnoses, planned course of treatment, alternatives, risks and prognosis.
- ❖ To refuse treatment, except otherwise provided by law.
- ❖ To be given upon request, full information and necessary counseling on the availability of known financial resources for his/her care.
- ❖ To know upon request and in advance of treatment whether the healthcare provider accepts the Medicare assignment rate (Medicare patients).
- ❖ To receive prior to treatment, a reasonable estimate of charges for medical care.
- ❖ To receive a copy of a reasonably clear, understandable itemized bill and upon request, to have charges explained.
- ❖ To impartial access to medical treatment or accommodations regardless of race, national origin, religion, physical handicap, or source of payment.
- ❖ To treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- ❖ To know if medical treatment is for the purpose of experimental research, and to give his/her consent or refusal to participate in such experimental research.
- ❖ To know that the healthcare provider does not honor advance directives, and where/how to obtain information and forms.
- ❖ To express grievances regarding any violation of his/her rights as stated in Texas law, through the healthcare provider who served him/her, and to the appropriate state licensing agency.
- ❖ To make informed decisions regarding his/her care.
- ❖ To exercise his/her rights without being subject to discrimination or reprisal.
- ❖ To be fully informed about a treatment or procedure, and the expected outcome before it is performed.

A patient is responsible:

- ❖ For providing to the healthcare provider to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies, and other matters relating to his/her health.
- ❖ For reporting unexpected changes in his/her conditions to the healthcare provider.
- ❖ For reporting to the healthcare provider, whether he/she comprehends a contemplated course of action, and what is expected of him/her.
- ❖ For following the treatment plan recommended by the healthcare provider.
- ❖ For keeping appointments, and notifying the healthcare provider if he/she is unable to do so for any reason.
- ❖ For his/her actions if he/she refuses treatment or does not follow the instructions given by the healthcare provider.
- ❖ For assuring that the financial obligations for his/her healthcare are fulfilled as promptly as possible.
- ❖ For following the healthcare provider's rules and regulations affecting patient care and conduct.

ADVANCE DIRECTIVES

What are advance directives? Advanced directives are legal documents that let you give directions about your future medical care if you become so ill that you cannot make decisions. There are two types:

1. Durable healthcare power of attorney: A document that lets you give someone else, usually a close relative or friend, the power to speak for you and make decisions about your healthcare if the time comes when you cannot speak for yourself.
2. Living will: A document that lets you say what kind of care you would or would not want if you are nearing the end of your life.

Do you have an advance directive? All patients have the right to be fully informed about their treatment and the expected outcome of treatment before it is provided, and to participate in their own healthcare decisions, as well as make advance directives, or execute power of attorney that authorize others to make decisions on their behalf, based on the patient's expressed wishes when the patient is unable to make decisions, or unable to communicate decisions. This office respects and upholds those rights. However, unlike in an acute care hospital setting, this office does not perform high-risk procedures. Therefore **it is the policy of this office that if an adverse event occurs during your treatment, we will initiate resuscitative or other stabilizing measures, and transfer you to a higher level-of-care facility.** The law recognizes the right of competent adults to make advance directive instructions, and requires that patients be provided with written information and official State forms on advance directives, upon request.

If you have a question or concern, please contact the Administrator:

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903-630-7007 or 903-592-8141

You may also contact:

Texas Department of State Health Services

PO Box 149347

Austin, TX 78756

1-888-963-7111

OR Medicare Ombudsman: 1-800-MEDICARE