

Patient Rights and Responsibilities

The University of Texas MD Anderson Cancer Center maintains a **zero tolerance** policy against threats or actual violence of any kind. Actions taken in response may include reduced or monitored patient visits, denial of entry or medical care, and criminal charges.

It is important to know about your rights as a patient, as well as your responsibilities to yourself, your care team, and other patients. You are encouraged to have open communication and a partnership with your 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 our 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 and cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression will not negatively impact your care.
- You can request accommodations for your religious and other spiritual services.
- A chaperone may be provided for your comfort, safety, and privacy during exams or procedures. You, your caregiver, or a medical care team member may request a chaperone.

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

- You will be told about your condition, 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 can 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 that your 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 an adult and 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

- You have a right to make personal decisions about your care 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 the event 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.
- If you need a service that is 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 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 or permitted 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 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.

- Promoting a safe and caring environment at MD Anderson is our priority.
- 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.
- A goal for pain relief will be established with your feedback, including a plan to achieve that goal.

9. Respect of medical power of attorney and other advance directives

- You have the right to complete a medical power of attorney. This lets you give someone you trust the right to make medical decisions for you if you are unable to do so 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 if 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 for information or help with advance care planning.

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 express your feelings about 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 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** 1-800-458-9858
 Email: HFC.Complaints@hhs.texas.gov
 Website: <https://txhhs.force.com/complaints/s/>
 Mail: Texas Health and Human Services Commission, Complaint and Incident Intake, Mail Code E-249, P.O. Box 149030, Austin, Texas 78714-9030
 - **The Joint Commission** 1-800-994-6610
 Website: <https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>
 Mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181

Every Patient Has the Responsibility to:

- 1. 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 and cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression. All forms of communication, including social media, must be delivered using civil language, and the physical space of everyone must be respected during in-person interactions. 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.
- 2. 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.
- 3. Ask for clear explanations.** Ask questions until you understand your condition, treatment or role in your care.
- 4. 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.
- 5. Understand.** Ask any member of your care team to explain anything that you do not understand. It is important that you know your role in your care.
- 6. Report changes.** Tell your 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.
- 7. 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
- 8. Respect the privacy of others.** Be considerate of other patients by observing their right to privacy, limiting your visitors, and maintaining a quiet atmosphere.
- 9. 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.
- 10. Follow hospital rules and regulations.** Everyone must follow the hospital's rules and regulations at all times.