

Patient Rights and Responsibilities



 **Kelsey-Seybold Clinic®**
Your Doctors for Life

Patient Rights and Responsibilities



A Commitment to Quality

Since its founding in 1949, Kelsey-Seybold Clinic has played a major role in the delivery of healthcare to Houston-area residents. Today, Kelsey-Seybold is a leader in multispecialty outpatient healthcare. The clinic currently operates 20 locations in the Greater Houston area, with more than 400 physicians in 55 medical disciplines.

At Kelsey-Seybold Clinic, we want you to take an active role in your treatment. Our staff will strive to give you quality healthcare, to be considerate of your wishes, to respect your privacy and to preserve your dignity.

As an Accountable Care Organization (ACO), we're committed to providing to our patients care that's not only high quality, but also cost-effective. As a participant in our ACO model of care, we welcome your involvement in making healthcare decisions and encourage you to express your views and concerns.

Our mission is:

- To improve the quality and value of healthcare delivered in our communities.
- To provide our patients with comprehensive medical care through a preeminent multispecialty group practice.
- To provide our staff with exceptional opportunities for personal and professional growth.

This guide is designed to help you understand Kelsey-Seybold's commitment to providing caring services to our patients. It also explains how you, your physicians and other health professionals should work together to meet your healthcare needs.

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Your Rights as a Patient

Patients are treated with respect, consideration and dignity.

Kelsey-Seybold recognizes your rights to expression, privacy, choice and personal dignity. We offer you access to treatment, without regard to race, gender, sexual orientation, national origin or religion.



- You may ask the name, credentials and professional status of your doctor or doctors and other members of your healthcare team. You may ask whether other healthcare organizations or educational institutions are involved in your care.
- You have the right to seek medical care elsewhere if you no longer wish to participate in the services and care provided by the Kelsey-Seybold Clinic Accountable Care Organization.
- You have the right to choose an alternate Kelsey-Seybold provider if another qualified provider is available.

Patients are provided appropriate privacy.

- Kelsey-Seybold respects the confidentiality of your health information. Access to your medical records is limited to those persons who have a need to know for treatment, payment or healthcare operations. In most other circumstances, your records are only released to others with your written authorization or that of your legally authorized representative. For more information, please read Kelsey-Seybold's Notice of Privacy Practices.
- Our professional staff will conduct your interviews and medical examinations privately and discuss your care with you in private. Anyone not directly involved in your care may be present only with your permission.
- You have the right to confidentiality concerning your medical records, interviews, examinations, treatment and source of payment.
- You may have a person of your own gender present during certain examinations and treatments that

are performed by health professionals of the opposite sex. If a treatment or procedure requires you to undress, you do not have to remain undressed any longer than is reasonably necessary for the procedure.

When the need arises, reasonable attempts are made for healthcare professionals and other staff to communicate in the language or manner primarily used by patients.

Special Services for International Patients

The International Services Department is available to assist you if you are an international visitor. Please call us at (713) 442-0392 if you need any of the following services:

- Interpreters for non-English speaking patients.
- Information for lodging or other services if you are a visitor to our city.
- Assistance with taxi, bus and Metro Lift for the handicapped.
- Additional services as needed for patients from out-of-town and international visitors.

Patients are provided, to the degree known, information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.

- Your doctor or other healthcare professional should explain your diagnosis to the degree known, your proposed treatment (including the possibility of risk) and the expected outcome of

your treatment. We try to present this information in a way you can understand we encourage you to ask questions about anything not clear to you. You may be requested to sign a consent form for some treatments before they are initiated.

- You are encouraged to ask questions about your health status and treatment and participate in your care.
- You have the right to know who is performing any procedures required for your medical care.
- You have the right to be informed about your diagnosis, health status, treatment and the healthcare team caring for you.

Patients are given the opportunity to participate in decisions involving their healthcare, except when such participation is contraindicated (inadvisable) for medical reasons.

- To the extent permitted by law, you have the right to refuse tests, treatments, medications and surgical procedures, according to your personal values and goals. Every effort will be made to help you be aware of the consequences of your decisions. However, you are responsible for your actions if you refuse treatment or decide not to follow a medical professional's instructions. If you refuse, you may

be required to sign a statement indicating you have refused these services. If you refuse a particular diagnostic procedure or course of treatment, our physician may ask that you select another physician, except for medical emergencies.

You have the right to expect reasonable safety in so far as the clinic practices and environment are concerned.

Your Responsibilities as a Patient

Patient conduct, responsibilities and participation.

Kelsey-Seybold's goal is to offer you quality health care in a comfortable setting. Please help with your care in the following ways:

- **Be aware of your health plan's limitations, benefits, requirements** and your assigned primary care provider (PCP) if your plan assigns a PCP. You are responsible for all charges if any services are not covered by insurance. Verification of benefits is not a guarantee of payment by your insurance company.
- **Give complete, accurate information** about your present illness, your medications, including



over-the-counter and herbal supplements, your allergies and sensitivities, your medical history and other pertinent facts about your health.

- **Arrive on time for your appointments.** When preparations for specific tests and procedures are required, be certain you have completed these as instructed. If you must cancel an appointment, please do so in time for another patient to use your appointed time (24-hour notice is best) by calling 713-442-0000. If you do not appear for your appointment, you may be assessed a fee ranging from \$25 to \$150 depending on the type of service you failed to obtain at the scheduled time.
- **Follow the instructions and treatment plan** you receive from your doctor or other members of the healthcare team. If you do not understand or cannot follow these instructions, inform your physician or speak to the nurse.
- **Treat your physicians and all your caregivers with the same respect and courtesy you expect** from them. Threats, swearing and abusive language will not be tolerated.
- **Provide accurate, complete information that Kelsey-Seybold needs to file insurance claims** or to provide other required information to your health plan or insurance carrier.
- **Take care of your financial responsibilities at the time of your appointment** or let us know immediately if this is a problem.
- Your physician will determine during your clinic visit if you need a higher level of care and give specifics as to mode of transportation allowed. It is your responsibility to **arrange for a responsible adult to transport you** home from the facility and remain with you for 24 hours if instructed by your doctor.
- **Patients with special care needs**, including those with cognitive or mobility impairment and minor children, should arrive with a responsible escort to assist with navigating through the clinic. Kelsey-Seybold Clinic is not responsible to supervise unattended patients or visitors with special care needs including those with cognitive or mobility impairment and minor children during doctor visits or diagnostic testing.

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Services Available at the Organization

Social Work: Information and Referral for Kelsey-Seybold Patients

The Kelsey-Seybold Clinic's social workers can provide information and referral for a variety of social support needs. Their services include, but are not limited to, the following areas of assistance:

- Assisting all patient populations with emergent (arising unexpectedly) issues relating to their healthcare.
- Coping with a loss or a terminal illness.
- Accessing public assistance/community resource information.
- Providing information/education on end-of-life decisions.
- Exploring options for care for disabled/senior population.
- Assisting patients/families with caregiver issues.

Provisions for after-hours and emergency care.

- Kelsey-Seybold provides after-hours care through an answering service, after-hours nurse triage and on-call physician rotation.



Fees for services

- You may request a cost **estimate** of a proposed medical service. **The estimate may vary from actual charges** based on your condition and other factors related to the art of practicing medicine. The request may delay the scheduling of your care. Uninsured patients or patients who do not have health insurance and who are not eligible for other healthcare coverage such as Medicaid, Medicare or private insurance may request information about discounts for medical services.

Payment policies

- We will assist you in resolving billing and insurance questions.

Patient's right to refuse to participate in research.

- You may be invited to participate in experimental research projects that affect your care. You may refuse to take part in training, research or experimental programs or treatments. If you agree to participate in a research project, you will be provided with a written informed consent form to review and sign prior to participation.

Advance directives, as required by state or federal law and regulations.

- You have the right to formulate an advanced directive, appoint in writing a durable power of healthcare attorney or by operation of law to have a surrogate decision maker. You are responsible to informing your physician or healthcare provider about a living will and/or medical and advance directives.
- You may ask for an advance directive form from your caregiver.

You have the right to seek medical care elsewhere.

- You may choose an alternate Kelsey-Seybold provider if another qualified provider is available.
- When you need to be referred to another physician (either at Kelsey-Seybold or elsewhere), your doctor or other member of the care team should explain the reasons for the referral and may help you make the arrangements for that referral. If you are a member of a managed care health plan, referrals will be made within our extended network of providers.
- If you choose to seek medical care elsewhere, Kelsey-Seybold is not obligated to find another

place for you to receive medical care. If you are a member of a managed care health plan, you should abide by the terms and conditions of your coverage or be financially responsible for all charges.

- You may, at your own expense or consistent with your health plan coverage, consult with a specialist other than a member of the Kelsey-Seybold healthcare team to obtain a second opinion regarding your condition or treatment.
- You are always free to pursue a second opinion if you want a diagnostic procedure, treatment plan or referral to another doctor that your physician has not recommended but, depending on your health plan, you may be responsible for any and all charges.

The credentials of healthcare professionals.

Kelsey-Seybold physician credentials and other healthcare professionals are available online at **kelsey-seybold.com**.

How to voice grievances regarding treatment or care that is (or fails to be) furnished.

- In accordance with state law, you have the right to appeal decisions related to your care. Kelsey-Seybold will follow the appeal or grievance procedures of your health plan.
- If we fail to meet your expectations in any way, please let us know. If there is a problem, we sincerely want to correct it. Sharing your concerns will not adversely affect the care you receive.
- Members of managed care health plans may also appeal decisions or file grievances made regarding their care. Appeals may be made directly to the clinic or the health plan. Grievances are filed with the health plan. If you prefer, your concern or complaint may be reported directly to the Texas Department of Insurance by calling 800-252-3439.

You have the right to expect an appropriate response to reports of pain.

Our providers take all comments about pain seriously and we make every effort to accommodate your needs for pain relief with a medically appropriate response.

Methods for providing feedback, including complaints.

You have the right to contact a clinic administrator to present a complaint about the clinic, your care



or a clinic employee without your care being adversely affected.

We welcome the opportunity to address your concerns and receive your feedback. For individual Kelsey-Seybold Clinic issues or concerns, we recommend that you communicate directly with the Clinic Administrator.

Prior to receiving care, patients are informed of patient responsibilities. These responsibilities require the patient to:

1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
2. Follow the treatment plan prescribed by his/her provider and participate in his/her care.
3. Arrange for a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
4. Accept personal financial responsibility for any charges not covered by his/her insurance.
5. Be respectful of all healthcare professionals and staff, as well as other patients.



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