



PATIENT RIGHTS & RESPONSIBILITIES

- Patients have the right to receive accurate, easily understood information to assist them in making informed decisions about health care involving Urgent Care facilities and professionals.
- Patients have the right to fully participate in all decisions related to their health care. Patients who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.
- Patients have the right to know the identity of physicians, medical assistants, and others involved in their care, as well as when those involved are students or other trainees. Patients have the right to be informed of how the physician may be contacted.
- Every patient has the right to respectful and considerate care without discrimination regardless of race, sex, sexual orientation, national origin, marital status, illness, infectious disease, disability, age, religion, or source of payment from all Full Spectrum employees at all times. Patients have the right to good quality care and high professional standards that are continuously maintained and reviewed.
- Patients have the right to communicate with health care providers in confidence and to have the confidentiality of their personally identifying health care information protected.
- Patients have the right to review and copy their medical records and request amendments to their records, as well as have the information in their records interpreted or explained to them unless access is specifically restricted by the Attending Physician for medical reasons. Patients have the right to review any disclosures of their health information, by law and regulation. Be informed that written consent is required for the release of medical records to any individual outside Full Spectrum Urgent Care facility except in the case of transfer to another health care facility, as required by law for third-party payment contracts, or as authorized by the patient in writing.
- Patients have the right to a fair and efficient process for resolving any differences with Full Spectrum Urgent Care, its policies, guidelines, or health care providers.
- Full Spectrum Urgent Care respects the patient's right to management of pain as appropriate and consistent with clinical practice guidelines.
- Patients have the right to contact our facility with any safety concerns at 210-530-1040. Patients also have the right to contact The Texas Department of State Health Services at 888-973-0022 to report any concern about patient safety that they feel Full Spectrum Urgent Care's management was unable to successfully address.
- In a healthcare system that affords patients their rights and protections, the patient must also take greater responsibility for maintaining good health.
- Patients should ask questions when they do not understand their care, treatment, or services or what they are expected to do.
- Patients should follow their plan of care, treatment, or services. They should also express any concerns about their ability to follow the proposed plan. Patients should also accept their share of responsibility for outcomes of not following their plan of care, treatment, or service. When medically permissible, a patient may be referred or transferred to another facility for alternative services as appropriate to meet those identified only after next of kin or another legally responsible representative has received complete information and explanation concerning the need for alternatives for a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer. Not to be transferred or discharged unless
 - The individual's health and safety or that of another person required discharge
 - The individual's medical needs require transfer
 - The individual does not meet any criteria for continued service set forth by Full Spectrum Urgent Care, federal state, or local statute or regulation
 - The individual fails to pay for services, except as such transfer or discharge is prohibited by law
- Patients should be considerate of the organization's physicians, staff, and property, as well as other patients and their property.
- Patients are expected to meet all financial obligations agreed to with Full Spectrum Urgent Care. Patients have the right to receive a detailed explanation of the bill for services rendered and the right to know any charges for items and services the Patient may be responsible to pay and Full Spectrum Urgent Care Policies for Payment of Services.
- Disclosure: Additionally, Patient Rights are available upon request and on our website at: www.FullSpectrumER.com