

# Patient Bill of Right and Responsibilities

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Synergy Psychiatric Mental Health

BY

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## PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

The health and well-being of patients flourishes in a collaborative effort between patients and health care providers. This collaborative relationship is nourished when health care providers respect the rights of patients and when patients respect and comply with their responsibilities. These rights may also be exercised by another person chosen by the patient or legally appointed to make decisions for the patient or by the person who has guardianship over the patient.

### PATIENT RIGHTS:

1. You have the right to timely access to health care:
  - You will be provided with a response to your request within a reasonable time as notified in the Description of Services of each provider.
2. You have the right to be treated with dignity and respect:
  - Ethnic, cultural, psychosocial, and spiritual background and other preferences are considered.
3. You have the right to receive services without discrimination based on, but not limited to:
  - Age, considering that providers may have limited experience in caring for patients of a certain ages;
  - Sexual orientation,
  - Gender,
  - Race,
  - Ethnicity,
  - National origin,
  - Language,
  - Disease,
  - Disability,
  - Religion.
4. You have the right to obtain information about the professional qualifications and licenses of the health care provider providing your care.
5. You have the right to understand your diagnosis, treatment options, and prognosis:
  - Acknowledge your provider if not fully understand information provided or have further questions.
6. You have the right to ask questions to make informed decisions about your health.
7. You have the right to communicate privately with your provider.
8. You have the right to privacy and confidentiality as described in the Notice of Privacy Practices.
9. You have the right to decide about medical recommendations:
  - You may refuse or delay treatment, you may withdraw consent for treatment, interventions, or recommendations at any time.
10. You have the right to continuity of care:
  - Your provider could assist in the coordination of care with other providers who are or will be involved in your care.
11. You have the right to review and request amendments to your medical records:
  - Such changes will be performed at the discretion of your provider to maintain a truthful and accurate record of your care and presentation.

12. You have the right to provide feedback regarding concerns and complaints in the quality of your care:
  - You can submit your concerns and complaints regarding service through the practice's website through the "contact us" message at <https://synergypsychiatricmentalhealth.com/contact-us/>
  - You can also call the main practice office at 915-293-1200 extension 1 and leave a message if no one is available to take your call at that moment
  - You can also report a provider to the board of practice, nevertheless Synergy Psychiatric Mental Health by Michael L. Brown PLLC practice would like to have the opportunity to be informed about any concern and complaint you may have, and attempt to resolve it internally, while keeping you informed of the resolution, before you decide to report to the pertaining practice board.
    1. to report a concern and/or complaint regarding the care provided by a Nurse Practitioner to the Texas Board of Nursing:
      - You may request a complaint form by calling the Texas Board of Nursing at (512) 305-6838 or by calling the Health Professions Council Complaint Line at 1-800-821-3205;
      - You may write your complaint in an email to: [complaints@bon.texas.gov](mailto:complaints@bon.texas.gov);
      - You may fax complaint to (512) 305-6870;
      - You can also mail a letter to:  
Texas Board of Nursing, Enforcement, Suite 3-460, 333  
Guadalupe St, Austin, Texas 78701.
    2. to report a concern and/or complaint regarding the care provided by a Physician/Doctor:
      - Visit the Texas Medical Board website for directions on how to place a complaint at: <https://www.tmb.state.tx.us/page/place-a-complaint>
      - or, call the Complaint Hotline at 1-800-201-9353.

#### PATIENT RESPONSIBILITIES:

1. Conduct all interactions with staff and healthcare providers in a respectful and polite manner:
  - Verbal or physical intimidation, violence, or threat of violence toward any person will not be tolerated and will be reported to the appropriate authorities.
2. Be honest and upfront about the symptoms you are experiencing.
3. Provide as much information as possible about your medical and psychiatric history, including but not limited to:
  - Illnesses,
  - Medications,
  - Hospitalizations,
  - Impact of symptoms in your life.
4. Cooperate and comply with:
  - Agreed upon treatment or plan of care,
  - Report difficulties in obtaining recommended treatments/medications,
  - Report side effects and/or adverse reactions to treatment,
  - Consult with provider about safety measures if decide to stop treatment and risks of stopping treatment,
  - Coordination of care with other parties involved.
5. Meet financial responsibilities for services received according to the fees established by your provided.
6. Understand that the staff and health care providers have safety and security standards and follow policies and procedures to keep your information confidential and avoid medical errors; but as client you also share the same responsibilities:
  - to keep your information confidential, you need to protect your chosen methods of communication and provide correct information;
  - to avoid medical errors, you need to confirm any doubts about treatment and plan of care instructions.

BY SIGNING THIS DOCUMENT, YOU CERTIFY THAT YOU HAVE READ AND AGREED WITH THE PATIENT RIGHTS AND RESPONSIBILITIES

("You" refers to Client and/or client's legal guardian or representative)