

## Patient Responsibilities

As a patient at Carl R. Darnall Army Medical Center you are responsible for:

- Responding to hospital employees in a considerate & respectful manner.
- Providing complete & accurate information regarding your health & medical condition. This includes past illnesses, medical center stays & the use of medications.
- Asking questions when you do not understand information or instructions. If you believe you can't follow through with your treatment, you are responsible for telling your doctor.
- Fully disclosing all health & liability insurance policies & ensuring that financial obligations for your health care are fulfilled as promptly as possible.
- Furnishing the Patient Administration Division a copy of your Advanced Medical Directive if one exists.
- Informing your health care provider if you do not understand what he or she is discussing with you.
- Advising appropriate staff members of any dissatisfaction you have with your care at CRDAMC & to permit us to modify the outcome, when possible.



- Considering the rights & privacy of others. Help control noise & limit the number of visitors you receive at any one time. In addition, if you have a communicable disease consider the rights of others.
- Respecting the property of other people & of the medical center.
- Keeping scheduled appointments or give proper notice to the clinic or Patient Appointment System for necessary changes.
- Informing your health care provider or medical staff if you have questions about any safety risks involved in your care.
- Failure to abide with the above responsibilities may result in adverse outcome.

Carl R. Darnall Army Medical Center  
36000 Darnall Loop  
Fort Hood, Texas 76544  
254-288-8005

Public Affairs & Marketing Office  
CRDAMC HO 647A 1 Jan 2010

**DARNALL**  
ARMY MEDICAL CENTER



**Patient Rights  
&  
Responsibilities**



Effective health care requires a partnership between patients, physicians & other health care professionals. Open and honest communication, respect for personal and professional values, and sensitivity to differences are important to good patient care.

Carl R. Darnall Army Medical Center (CRDAMC) strives to provide a foundation for understanding and respecting the rights and responsibilities of patients, families, physicians, and other caregivers. The medical center seeks to ensure a health care ethic that respects the role of patients in decision making about treatment choices and other aspects of their care.



## Patient Rights

As a patient at Carl R. Darnall Army Medical Center you or your agent have the right to:

- Considerate & respectful services.
- Current & complete information about your diagnosis, treatment & the expected results.
- Assessment & effective management of pain.
- Know which doctor or health care provider is primarily responsible for your care.
- Consent to or refuse a treatment, as permitted by law, throughout your hospital stay. **Procedures for active-duty personnel to decline treatment are governed by Army Regulation 600-20, paragraph 5-4.**
- If you refuse a recommended treatment, you will receive other needed & available care.
- Have an Advance Medical Directive. This document expresses your choices about your future care or names someone to speak for you when you cannot. If you have a written advance medical directive, you should provide a copy to the hospital, your family & your doctor.
- Privacy, including the right to request a chaperone. The medical center, your doctor, & others caring for you will protect your privacy as much as possible.
- Confidentiality. Expect that treatment records are confidential unless you have given permission to release the information, or if it is part of a report that is required or permitted by law. Confidentiality is also stressed when records are released to third party agencies such as insurers. **Medical record information is released only in accordance with Army Regulation 40-66, Chapter 2 & the Health Insurance Portability & Accountability Act of 1996.**

- Expect that the medical center will give you necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended or requested & you will be informed of risks, benefits & alternatives. You will not be transferred until the other institution agrees to accept you.
- Know if this medical center has relationships with outside parties that may influence your treatment & care. These relationships may be with educational institutions or other health care providers or insurers.
- Be told of realistic care alternatives when hospital care is no longer needed.
- Consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the medical center otherwise provides.
- Initiate a complaint regarding the quality of your care, expecting to have it reviewed & resolved or explained. You have the right to know about medical resources, such as patient representatives or ethics committees, that can help you resolve problems & questions about your medical care.
- Be informed of medical center's policies & regulations that affect you & your treatment & about charges & payment methods.
- The patient & physician may deem it necessary to restrict visitors, telephone calls & mail based upon medical conditions & or the negative effect these communications may have on the course of a treatment.
- Patients can expect safety in medical practices & environment. Patients can expect Carl R. Darnall Army Medical Center to establish & maintain an integrative focus on prevention & improving systems & processes that prevent errors.