

Viridian MD Patients & Parents Rights & Responsibilities

Patients & Parents *Have the right to:*

- Be treated with courtesy and respect, with appreciation of individual dignity, and with protection of privacy.
- A prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for your care.
- Know what rules and regulations apply to your conduct.
- Know what patient support services are available.
- Be given by the provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
- Make decisions, after talking with my doctor, about my medical and general health care. This includes the right to accept or refuse medical care as allowed by law. I will be told in a language that I can understand, about what will happen if I refuse medical care.
- Participate in decision making on ethical issues.
- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- A copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained. Impartial access to medical treatment or accommodations, regardless of age, race, ethnicity, nationality, sex, gender identity or expression, sexual orientation, religion, culture, language, socioeconomic status, educational background, source of payment, or physical or mental disability.
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Be told of experiments, research or educational projects affecting my or your child's care or treatment. Be able to refuse to take part in any such project.
- Have help in contacting protective services, if needed.
- Feel free and comfortable to make a complaint and receive feedback.

Patients & Parents ***Are responsible for:***

- Providing to the provider, to the best of your knowledge, accurate and complete information about all matters relating to health, including but not limited to, present complaints, past illnesses, hospitalizations, medications and other matters relating to your or your child's health.
- Reporting unexpected changes in your or your child's condition to your provider.
- Reporting to the provider whether you comprehend a contemplated course of action and what is expected of you.
- Knowing my responsibilities for ongoing health needs.
- Providing a copy of my current advance directive (Texas Directive to Physicians and Family or Surrogates, Medical Power of Attorney or Out-of-Hospital DNR), if one exists.
- Asking questions if I do not understand information or instructions.
- Following the agreed upon treatment plan. Knowing and being responsible for any consequences of refusing treatment or not following your provider's instructions.
- Keep appointments and be on time or call our office when you are going to be late or cannot make the appointment. Be aware of cancellation policies.
- Telling my child's doctor or patient representative if I have concerns or am not happy about the care I am/my child is receiving.
- Acting appropriately and being considerate in my attempts to resolve conflicts, if they arise.
- Keeping cell phones on silent/vibrate mode when around the healthcare team.
- Knowing that Viridian MD does not allow pets/animals at any visit
- Knowing that Viridian MD does not allow at any visit the use of tobacco, illegal drugs, alcohol, guns and other weapons.
- Not taking photos, videos and/or voice recordings during visits.
- Learning and following Viridian MD's code of conduct, policies and rules and regulations.
- Paying the medical bills for which I am responsible.

Complaints & Grievances

If you experienced a problem that was not resolved to your satisfaction, you may file a complaint or grievance in writing:

By email: pediatrics@viridianmd.com

By mail: 1606 Birds Fort Trail, Arlington, TX, 76005

All complaints and grievances are recorded and action is taken to resolve them right away.

Notice Concerning Complaints

Complaints about physicians, as well as other licensees and registrants of the Texas Medical Board, including physician assistants, acupuncturists, surgical assistants, medical radiologic technologists, non-certified radiologic technicians, respiratory care practitioners, medical physicists, and perfusionists may be reported for investigation at the following address:

**Texas Medical Board
Attention: Investigations
1801 Congress Avenue, Suite 9.200
P.O. Box 2018
Austin, Texas 78768-2018**

Assistance in filing a complaint is available by calling the following telephone number:
1-800-201-9353

For more information please visit:
www.tmb.state.tx.us

Aviso Sobre Las Quejas

Quejas sobre médicos, así como sobre otros profesionales médicos de la Junta Médica de Texas, incluyendo asistentes médicos profesionales, acupunturistas, asistentes quirúrgicos, tecnólogos médicos en radiología, técnicos radiólogos no certificados, profesionales de cuidados respiratorios, físicos médicos, y perfusionistas se pueden presentar en la siguiente dirección para ser investigadas:

**Texas Medical Board
Attention: Investigations
1801 Congress Avenue, Suite 9.200
P.O. Box 2018
Austin, Texas 78768-2018**

Si necesita ayuda para presentar una queja, llame al:
1-800-201-9353

Para obtener más información, visite nuestro sitio web en:
www.tmb.state.tx.us