

**BAPTIST PHYSICIAN NETWORK
PATIENT REGISTRATION**

Patient Name _____
Last First Initial
Address _____ City _____ State _____ Zip _____
Home Phone # _____ Cell Phone# _____ Social Security _____ - _____ - _____
Birth Date _____ - _____ - _____ Age _____ Gender _____ Preferred Language _____ Marital Status ___ S ___ M ___ D ___ W
Race _____ Ethnicity _____ Email Address _____
Occupation _____ Employer _____ Work # _____
Pharmacy: _____

PRIMARY INSURANCE

Insured Name _____ Birth Date _____ - _____ - _____
Last First Initial
Relation to Insured: ___ Self ___ Spouse ___ Other Primary Care Physician _____
Insurance _____ Policy/ID# _____ Group # _____
Billing Address _____ City _____ State _____ Zip _____
Insurance Phone # _____ Employer _____ Work # _____

SECONDARY INSURANCE

Insured Name _____ Birth Date _____ - _____ - _____
Last First Initial
Relation to Insured: ___ Self ___ Spouse ___ Other Primary Care Physician _____
Insurance _____ Policy/ID# _____ Group # _____
Billing Address _____ City _____ State _____ Zip _____
Insurance Phone # _____ Employer _____ Work # _____

RESPONSIBLE PARTY

Name _____ Social Security # _____
Address _____ City _____ State _____ Zip _____
Relation to Patient ___ Self ___ Spouse ___ Other Phone # _____

EMERGENCY CONTACT

Name _____ Relationship _____ Phone # _____

I hereby authorize payment of Medicare, ALL other insurance benefits to be made directly to Baptist Physician Network for services rendered. I understand that I am financially responsible for all charges whether or not they are covered by insurance. I hereby authorize to release all information necessary to secure the payment of benefits.

X _____ Date _____
Signature of Patient (or parent if Minor)

01/16

Baptist

Physician Network

Affiliated with Baptist Hospitals of Southeast Texas
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REQUEST FOR LIMITATIONS AND RESTRICTIONS OF PROTECTED HEALTH INFORMATION (PHI)

PATIENT PLEASE NOTE: THE PRACTICE IS NOT REQUIRED TO AGREE TO YOUR REQUEST. PLEASE SEE OUR NOTICE OF PRIVACY PRACTICES FOR MORE INFORMATION REGARDING SUCH REQUESTS.

Patient Name: _____ Date of Birth: _____

Patient Address:

Street

Apartment #

City, State and Zip Code

Type of PHI to be restricted or limited: (Please check all that apply. Note: should you need to be referred to another physician, anything checked will **NOT** be shared.)

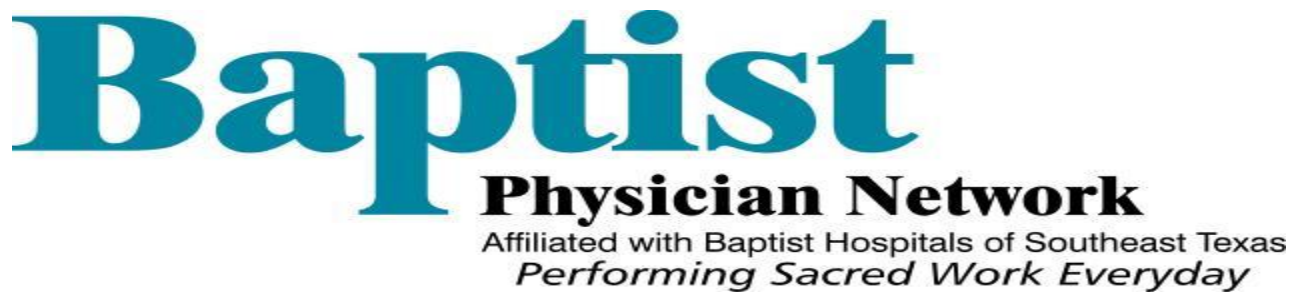
____ Home phone #
____ Home address
____ Occupation
____ Name of employer
____ Visit notes
____ Hospital notes
____ Prescription information

____ Patient History
____ Office address
____ Office phone #
____ Spouse's name
____ Spouse's office phone #
____ Other: _____

How may we use and/or disclose of your PHI restricted information?

Signature of Patient or Legal Guardian

Date



***PATIENT AUTHORIZATION FOR USE AND DISCLOSURE OF PROTECTED
HEALTH INFORMATION***

By signing this authorization, I authorize, Baptist Physician Network, to use and/or disclose certain Protected Health Information (PHI) about me to the following family members:

This authorization permits Baptist Physician Network to use and/or disclose medical and/or billing information directly related to my diagnosis and/or treatment. This information will be used or disclosed at the request of myself or the person(s) designated above. This authorization will not expire unless specifically revoked by either myself or the person(s) designated above.

I do not have to sign this authorization in order to receive treatment from Baptist Physician. In fact, I have the right to refuse to sign this authorization. When my information is used or disclosed pursuant to this authorization, it may be subject to re-disclosure by the recipient and may no longer be protected by the federal HIPPA Privacy Rule. I have the right to revoke this authorization in writing except to the extent that the practice has acted in reliance upon this authorization. My written revocation must be submitted to the Privacy Officer at:

Signed by:

Signature of Patient or Legal Guardian

Relationship to Patient

Print Name of Patient or Legal Guardian

Date

PATIENT/GUARDIAN TO BE PROVIDED WITH A SIGNED COPY OF AUTHORIZATION

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RECEIPT OF NOTICE OF PRIVACY PRACTICES

WRITTEN ACKNOWLEDGEMENT FORM

I, _____, have received a copy of Baptist Physician Network
Patient's Name

Notice of Privacy Practices.

Signature of Patient

Date



AUTHORIZATION TO RELEASE MEDICAL INFORMATION

Patient's Name: _____
Last First Middle Initial

Date of Birth: _____-_____-_____ Social Security Number: _____-_____-_____

I request a copy of medical records from _____ (date) to _____ (date)

On the above named patient for the following reason(s):

_____ Change in Primary Care Provider
_____ Moving or Relocating to another area
_____ Other: (please explain) _____

From: _____
Name of Releasing Physician or Facility

Phone: _____ Fax: _____

To: _____
Physician, Facility, or Person receiving Records

Phone: _____ Fax: _____

Signature of Patient or Authorized Representative Date

I hereby authorize the release of all medical records except notes forwarded by a mental health professional, such as a Psychiatrist, Psychologist, or a Licensed Professional Counselor. I hereby release BAPTIST PHYSICIAN NETWORK from liability associated with this release.

Please complete all fields on this form. Omitted information may cause a delay in your request. 01/16

3070 College Street, Suite 202 * Beaumont, TX. 77701 * Phone (409)212-5780 * Fax (409)212-5785



New Patient Appointment Cancellation/No Show Policy

Thank you for trusting your medical care to Baptist Physician Network. When you schedule an appointment, with Baptist Physician Network, our desire is to provide you with the highest quality care. This includes making sure that you are provided with an appropriate time and appointment type. Please see our New Patient Appointment Cancellation/No Show Policy below:

- The office will call you to confirm your new patient appointment, one week prior to the appointment. You will also receive an automated call reminder, the week of, or a few days prior to your appointment.
- Any New Patient who fails to show for their initial visit will not be rescheduled.
- Should you need to cancel or reschedule an appointment please contact our office as soon as possible and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients, who may be waiting for an appointment.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience these circumstances please contact our office, as soon as you are able, to discuss options that may be available. You may contact our office during our normal business hours with such appointment requests and/or changes. Thank you for understanding and allowing us to care for your medical needs.

I have read and understand the Medical Appointment Cancellation/No Show Policy and agree to its terms.

Signature (Parent/Legal Guardian)

Relationship to Patient

Printed Name

Date

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CONSENT/AUTHORIZATION for TREATMENT

- 1) I consent to services, treatment and diagnostic procedures, including but not limited to medications and lab test which may be ordered by my provider at BAPTIST Physician Network.
- 2) I acknowledge full responsibility for the payment of such services and agree to pay my bills in full AT TIME OF SERVICE unless other arrangements are made. By signing this consent I assign all rights, title and interest and authorize direct payment to the BAPTIST Physician Network of any insurance benefits or benefits under the Social Security Act for the services. BAPTIST Physician Network will assist in billing my insurance company but I am financially responsible for charges not collected by this assignment. I authorize BAPTIST Physician Network to bill my insurance or third party payor and receive payment from them directly.
- 3) I acknowledge that to the extent necessary to determine liability for payment or to obtain reimbursement, BAPTIST Physician Network may disclose my records to any person, Social Security Administration, insurance or benefit payor, health care service or plan, worker's compensation carrier is, or may be, liable for all or any of the charges. Furthermore BAPTIST Physician Network may disclose my records to other treating providers, health care providers, audit committees for the purpose of quality improvement, and applicable state and federal agencies.
- 4) My signature acknowledges that I have been given the right to ask questions and receive information about any services and I voluntarily sign this consent. This authorization shall remain valid for a period of one year unless I revoke it in writing. A photocopy or a faxed copy of this authorization shall be deemed as valid as the original.

Signed: _____ Date: _____
(Patient, Parent or Guardian)

Relationship to Patient: _____ Date: _____

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Dear valued patient:

The most valuable information that I need to properly take care of you is an accurate medication list. Therefore, I strongly urge you to bring all your **MEDICATION BOTTLES** with you each time you come for an office visit so we can compare it to our current list and make sure it is accurate. I must have a correct list of your medications, dosage, and the frequency in which you are taking these medications to care for you properly. I also need to be aware of any over-the-counter medications you are taking. As many patients see multiple physicians it is often possible you may be taking medications or had dosage changes that I am not aware of. In addition I request that you call us immediately with any change in your medications or medication dosages. Failure to comply with the above request could lead to serious errors in your treatment with the potential for significant morbidity and mortality. By signing below you attest that you have read and understand the potential seriousness of your noncompliance with this request.

Signature: _____ Date: _____

CURRENT MEDICATIONS

(Please list ALL medicines currently taking: aspirin, vitamins, over-the-counter, herbal, etc.)

[illegible]

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This notice takes effect on _____ January 1, 2017 _____ and remains in effect until we replace it.

1. OUR PLEDGE REGARDING MEDICAL INFORMATION

The privacy of your medical information is important to us. We understand that your medical information is personal and we are committed to protecting it. We create a record of the care and services you receive at our organization. We need this record to provide you with quality care and to comply with certain legal requirements. This notice will tell you about the ways we may use and share medical information about you. We also describe your rights and certain duties we have regarding the use and disclosure of medical information.

2. Our Legal Duty

Law Requires Us to:

1. Keep your medical information private.
2. Give you this notice describing our legal duties, privacy practices, and your rights regarding your medical information.
3. Follow the terms of the notice that is now in effect.

We Have the Right to:

1. Change our privacy practices and the terms of this notice at any time, provided that the changes are permitted by law.
2. Make the changes in our privacy practices and the new terms of our notice effective for all medical information that we keep, including information previously created or received before the changes.

Notice of Change to Privacy Practices:

1. Before we make an important change in our privacy practices, we will change this notice and make the new notice available upon request.

3. USE AND DISCLOSURE OF YOUR MEDICAL INFORMATION

The following section describes different ways that we use and disclose medical information. Not every use or disclosure will be listed. However, we have listed all of the different ways we are permitted to use and disclose medical information. We will not use or disclose your medical information for any purpose not listed below, without your specific written authorization. Any specific written authorization you provide may be revoked at any time by writing to us.

FOR TREATMENT: We may use medical information about you with medical treatment or services. We may disclose medical information about you to doctors, nurses, technicians, medical students, or other people who are taking care of you. We may also share medical information about you to your other health care providers to assist them in treating you.

FOR PAYMENT: We may use and disclose your medical information for payment purposes.

FOR HEALTH CARE OPERATIONS: We may use and disclose your medical information for our health care operations. This might include measuring and improving quality, evaluating the performance of employees, conducting training programs, and getting the accreditation, certificates, licenses and credentials we need to serve you.

NOTICE OF PRIVACY PRACTICES

ADDITIONAL USES AND DISCLOSURES: In addition to using and disclosing your medical information for treatment, payment, and health care operation, we may use and disclose medical information for the following purposes.

Facility Directory: Unless you notify us that you object, the following medical information about you will be placed in our facilities' directories: your name; your location in our facility; your condition described in general terms; your religious affiliation, to others who contact us and ask for information about you by name.

Notification: Medical information to notify or help notify: a family member, your personal representative or another person responsible for your care. We will share information about your location, general condition, or death. If you are present, we will get your permission if possible before we share, or give you the opportunity to refuse permission. In case of emergency, and if you are not able to give or refuse permission, we will share only the health information that is directly necessary for your health care, according to our professional judgment. We will also use our professional judgment to make decisions in your best interest about allowing someone to pick up medicine, medical supplies, x-ray or medical information for you.

Disaster Relief: Medical information with a public or private organization or person who can legally assist in disaster relief efforts.

Fundraising: We may provide medical information to one of our affiliated fundraising foundations to contact you for fundraising purposes. We will limit our use and sharing to information that describes you in general, not personal, terms and the dates of your health care. In any fundraising materials, we will provide you a description of how you may choose not to receive future fundraising communications.

Research in Limited Circumstances: Medical information for research purposes in limited circumstances where the research has been approved by a review board that has reviewed the research proposal and established to protocols to ensure the privacy of medical information.

Funeral Director, Coroner, Medical Examiner: To help them carry out their duties, we may share the medical information of a person who has died with a coroner, medical examiner, funeral director, or an organ procurement organization.

Specialized Government Functions: Subject to certain requirements, we may disclose or use health information for military personnel and veterans, for national security and intelligence activities, for protective services for the President and others, for medical suitability determinations for the Department of State, for correctional institutions and other law enforcement custodial situations, and for government programs providing public benefits.

Court Orders and Judicial and Administrative Proceedings: We may disclose medical information in response to a court or administrative order, subpoena, discovery request, or other lawful process, under certain circumstances. Under limited circumstances, such as court order, warrant, or grand jury subpoena, we may share your medical information with law enforcement officials. We may share limited information with a law enforcement official concerning the medical information of a suspect, fugitive, material witness, crime victim or missing person. We may share medical information of an inmate or other person in lawful custody with a law enforcement official or correctional institution under certain circumstances.

Public Health Activities: As required by law, we may disclose your medical information to public health or legal authorities charged with preventing or controlling disease, injury or disability, including child abuse or neglect. We may also disclose your medical information to persons subject to jurisdiction of the Food and Drug Administration for purposes of reporting adverse events associated with product defects or problems, to enable product recalls, repairs or replacements, to track products, or to conduct activities required by the Food and Drug Administration. We may also,

when we are authorized by law to do so, notify a person who may have been exposed to a communicable disease or otherwise be at risk of contracting or spreading a disease or condition.

NOTICE OF PRIVACY PRACTICES

Victims of Abuse, Neglect, or Domestic Violence: We may disclose medical information to appropriate authorities if we reasonably believe that you are a possible victim of abuse, neglect, or domestic violence or the possible victim of other crimes. We may share your medical information if it is necessary; to prevent a serious threat to your health or safety or the health or safety of others. We may share medical information when necessary to help law enforcement officials capture a person who has admitted to being part of a crime or has escaped from legal custody.

Workers Compensation: We may disclose health information when authorized and necessary to comply with laws relating to workers compensation or other similar programs.

Health Oversight Activities: We may disclose medical information to an agency providing health oversight for oversight activities authorized by law, including audits, civil, administrative, or criminal investigations or proceedings, inspections, licensure or disciplinary actions, or other authorized activities.

Law Enforcement: Under certain circumstances, we may disclose health information to law enforcement officials. These circumstances include reporting required by certain laws (such as the reporting of certain types of wounds), pursuant to certain subpoenas or court orders, reporting limited information concerning identification and location at the request of a law enforcement official, reporting death, crimes on our premises, and crimes in emergencies.

4. YOUR INDIVIDUAL RIGHTS

You Have a Right to:

1. Look at or get copies of your medical information. You may request that we provide copies in a format other than photocopies. We will use the format you request unless it is not practical for us to do so. You must make your request in writing. You may get the form to request access by using the contact information listed at the end of this notice. You may also request access by sending a letter to the contact person listed at the end of this notice. If you request copies, we will charge you \$_____ for each page, and postage if you want the copies mailed to you. Contact us using the information listed at the end of this notice for a full explanation of our fee structure.
2. Receive a list of all the time we or our business associates shared your medical information for purposes other than treatment, payment, and health care operations and other specified exceptions.
3. Request that we place additional restrictions on our use or disclosure of your medical information. We are not required to agree to these additional restrictions, but if we do, we will abide by our agreement (except in the case of an emergency).
4. Request that we communicate with you about your medical information by different means or to different locations. Your request that we communicate your medical information to you by different means or at different locations must be made in writing to the contact person listed at the end of this notice.
5. Request that we change your medical information. We may deny your request if we did not create the information you want changed or for certain other reasons. If we deny your request, we will provide you a written explanation. You may respond with a statement of disagreement that will be added to the information you wanted changed. If we accept your request to change the information, we will make reasonable efforts to tell others, including people you name, of the change and to include the changes in any future sharing of that information.
6. If you have received this notice electronically, and wish to receive a paper copy, you have the right to obtain a paper copy by making a request in writing to the Privacy Officer at your office.

QUESTIONS AND COMPLAINTS

If you have any questions about this notice or if you think that we may have violated your privacy rights, please contact us. You may also submit a written complaint to the U.S. Department of Health and Human Services. We will provide you with the address to file your complaint with the U.S. Department of Health and Human Services. We will not retaliate in any way if you choose to file a complaint.

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient, you have the right to:

1. Receive a written statement of your rights.
2. Receive visitors, subject to your consent, whom you designate while being treated in the hospital. You will be notified of any clinical restrictions or limitations if applicable. You have the right to withdraw such consent at any time.
3. Receive healthcare without discrimination based on race, color, religion, national origin, sex (including transgender), sexual orientation, age or disability.
4. Communication assistance for individuals with limited English proficiency or appropriate auxiliary aids and services, such as alternative formats and sign language interpreters, where necessary for effective communication.
5. Participate in the development and implementation of your plan of care, and if you choose, to have your family or your designated representative participate in your care decisions. As a patient you are responsible for following directions and providing information about your history or current condition.
6. Make informed decisions regarding your care. By asking questions, you can participate in your Care Plan, and you are responsible to let us know if you do not understand the treatment course of care decisions.
7. Receive, in accordance with 42 CFR 489.27(b), as a Medicare beneficiary the "An Important Message from Medicare Notice" (IM) within two days of admission. In addition, the IM is to also be given to each Medicare beneficiary within two days of their anticipated discharge when the length of stay is longer than two days.
8. Care that is considerate and respectful of your personal values and beliefs.
9. Formulate Advanced Directives and to have the hospital staff and practitioner caring for you comply with these Directives.
10. Have a family member or representative of your choice and/or your own physician notified promptly of your admission.
11. Pastoral counseling upon request.
12. Personal privacy. You will be treated with respect and consideration. You are responsible to be respectful in return.
13. Receive care in a safe setting and be free from all forms of abuse and/or harassment.
14. The confidentiality of your clinical record and the right to limit the release or disclosure of information such as the presence in the facility or location in the hospital, or personal information such as name, age, address, income, health information without prior consent from the patient in accordance with law and regulation.
15. To obtain information contained in your clinical record within a reasonable time frame.
16. Be free from restraints and/or seclusion of any form that is not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
17. To accept or refuse care to the extent permitted by law, and to be informed of the expected medical consequences of such actions. In the event that care is refused, you are responsible for the outcomes and consequences of those decisions.
18. Access protective services.
19. Be informed about the outcomes of care, including unanticipated outcomes.
20. Appropriate assessment and management of your pain.
21. Participate in ethical questions that arise in your care, including issues of conflict resolution, withholding or resuscitative services, foregoing or withdrawal of life sustaining treatment and participation in investigational studies or clinical trials.
22. Expect responsible continuity of care, including the right to be informed of continuing health care needs following discharge.
23. Examine and receive an explanation of your hospital bill regardless of source of payment. The patient / guarantor is responsible for meeting the financial commitments to the facility.
24. Access to a Patient Advocate for assistance in resolution of complaints and/or to file a grievance when an issue cannot be resolved promptly by staff present.

The hospital has designated Patient Advocate. This person will act on you, or your representative's behalf. They are responsible for reviewing, investigating and analyzing complaints and making recommendations to hospital Administration for resolution of complaints. If at any time you wish to speak to our Patient Advocate, you can may do so via the address or phone number below:

Baptist Physician Network
810 Hospital Drive, Suite 100
Beaumont, TX 77701

Phone: (409) 212-5933

Any patient, or their surrogate decision-maker, who believes his or her rights have been violated or has complaints regarding quality of care concerns or safety issues and who wishes to file a grievance directly with a regulatory agency may, at any time, contact our accrediting body, Center for Improvement in Healthcare Quality (CIHQ), by any of the methods below:

By Phone: (866) 324-5080 **By Fax:** (805) 934-8588 **By Email:** Complaint@cihq.org

In-Person by Appointment: Contact CIHQ at (866) 324-5080 for instructions

By Mail:
Center for Improvement in Healthcare Quality
P.O. Box 3620
McKinney, TX 75070
ATTN: Executive Director

Or you may contact
Health & Human Services Commission Complaint and Incident Intake, Mail Code E-249
P.O. Box 149030
Austin, TX 78714-9030
Phone: (888) 973-0022

DERECHOS Y RESPONSABILIDADES DEL PACIENTE

Como paciente, usted tiene el derecho a:

1. Recibir una declaración por escrito de sus derechos.
2. Recibir las visitas que usted especifique, sujeto a su consentimiento, mientras está realizando un tratamiento en el hospital. Se le notificará sobre cualquier restricción o limitación clínica, si corresponde. Tiene el derecho de revocar dicho consentimiento en cualquier momento.
3. Recibir atención médica sin discriminación en base a su raza, color, religión, procedencia, sexo (incluido transgénero), orientación sexual, edad o discapacidad.
4. Asistencia en la comunicación para las personas con dominio limitado del idioma inglés o servicios y materiales auxiliares adecuados, como ser intérpretes del idioma de señas y formatos alternativos, donde sea necesario para lograr una comunicación eficaz.
5. Participar en el desarrollo e implementación de su plan de atención médica y, si así lo eligiese, contar con la participación de su familia o del representante designado para las decisiones relacionadas con su atención médica. Como paciente, usted es responsable de seguir las instrucciones impartidas y facilitar información sobre su historia clínica o condición actual de salud.
6. Tomar decisiones informadas con relación a su atención médica. Al formular preguntas, usted puede participar en su Plan de salud, y es su responsabilidad comunicarnos si no entiende el plan de tratamiento de las decisiones de atención médica.
7. Recibir, como beneficiario de Medicare y según el código 42 CFR 489.27(b), el mensaje instantáneo "Un mensaje importante de Medicare" (MI) dentro de los dos días del ingreso. Asimismo, el MI se entrega a cada uno de los beneficiarios de Medicare dentro de los dos días de su alta médica anticipada cuando la estadía excede los dos días.
8. La atención que sea considerada y respetuosa de sus valores y creencias personales.
9. Preparar directivas por anticipado y que el profesional y el personal del hospital que cuidan de usted cumplan con las mismas.
10. Que se notifique de inmediato a un familiar, representante de su elección y/o su médico acerca de su ingreso.
11. Asesoramiento pastoral a pedido.
12. Privacidad personal. Será tratado con respeto y consideración. Usted también deberá ser respetuoso.
13. Recibir atención en un ambiente seguro y estar libre de todas las formas de abuso y/o acoso.
14. La confidencialidad de su historia clínica y el derecho a limitar la publicación o divulgación de información, tal como la presencia en el centro o establecimiento, o información personal, tal como nombre, edad, domicilio, ingreso, información médica, sin previo consentimiento por parte del paciente según la ley y reglamentación.
15. Conseguir la información de su informe médico dentro de un período de tiempo razonable.
16. Estar libre de dispositivos de sujeción y/o aislamientos de cualquier forma que no sea necesario desde el punto de vista médico o que se utilice como medio de coerción, disciplina, conveniencia o represalia por parte del personal.
17. Aceptar o rechazar la atención médica en la medida en que la ley lo permita y estar informado de las consecuencias médicas previstas por tales medidas. En caso de rechazar la atención, usted es responsable de los resultados y las consecuencias de tales decisiones.
18. Tener acceso a los servicios de protección y seguridad.
19. Estar informado sobre los resultados de la atención, incluidos los resultados imprevistos.
20. La evaluación y el control adecuados de su dolor.
21. Participar en preguntas éticas que surjan de su atención, incluidas las cuestiones de resolución de conflictos, servicios de suspensión o reanimación, renuncia o retiro de los tratamientos para prolongación de la vida y la participación en estudios experimentales o ensayos clínicos.
22. Esperar una continuidad de la atención médica en forma responsable, incluido el derecho a estar informado de las necesidades continuas de la atención médica luego del alta médica.
23. Revisar y recibir una explicación de la factura del hospital, independientemente de la forma de pago. El paciente/garante es responsable ante el cumplimiento del compromiso financiero con la institución.
24. Consultar a un Defensor del paciente si necesita asesoramiento en la resolución de reclamos y/o presentar una queja cuando un problema no puede resolverse de inmediato por el personal presente.

El hospital cuenta con un "defensor de pacientes" designado. Esta persona actúa en nombre de usted o su representante. Dicho defensor se encarga de revisar, investigar y analizar las quejas y hacer recomendaciones a la administración del hospital en relación con la resolución de dichas quejas. En cualquier momento que usted desee hablar con nuestro defensor de pacientes, puede hacerlo a la dirección o número de teléfono que aparecen a continuación:

Baptist Physician Network
810 Hospital Drive, Suite 100
Beaumont, TX 77701

Phone: (409) 212-5933

Todo paciente, o su responsable sustituto, que considera que sus derechos han sido transgredidos o que presenta reclamos con relación a cuestiones de atención médica o de seguridad y que desea presentar una queja directamente a un organismo regulador, puede, en cualquier momento, comunicarse con nuestro organismo de acreditación, Centro de mejoramiento de la calidad en salud (Center for Improvement in Healthcare Quality - CIHQ), mediante cualquiera de los métodos que se mencionan a continuación:

Por Teléfono: (866) 324-5080 **Por Fax:** (805) 934-8588 **Por Correo Electrónico:** Complaint@cihq.org

Personalmente por Cita: Comuníquese con CIHQ al (866) 324-5080 para recibir instrucciones

Por Correo:
Center for Improvement in Healthcare Quality
P.O. Box 3620
McKinney, TX 75070
ATTN: Executive Director

O puede comunicarse con
Health & Human Services Commission Complaint and Incident Intake, Mail Code E-249
P.O. Box 149030
Austin, TX 78714-9030
Teléfono: (888) 973-0022