

Ownership Disclosure

Protection of Health Information

This facility is dedicated to the protection of your personal health information. We follow the guidelines set forth by the U.S. Department of Health & Human Services, Office of Civil Rights. You can visit their website for more information: www.hhs.gov/ocr/hipaa/.

Independent Contractor Notice

The physicians and other specialized medical service providers using this facility, including anesthesia, radiology, pathology and emergency room physicians are independent contractors and are not employees or agents of the facility. Since they are independent contractors, the facility is not responsible or liable for their acts or omissions.

Advance Directives

There are several types of advance directives; the two most common forms are living wills and a durable power of attorney designation. Methodist Southlake Hospital does not honor previously signed advance directives. All patients are therefore asked to sign a written consent at registration that allows the hospital to initiate resuscitation efforts and a transfer to a higher level of care should they suffer a cardiac or respiratory arrest or other life-threatening situation.

APR.09.01.01

The hospital notifies the public it serves about how to contact its hospital management and The Joint Commission to report concerns about patient safety and quality of care.

Director of Quality: 817-865-4515 or MSLConnect@methodistsh.com

https://www.jointcommission.org/report_a_complaint.aspx

Note: Methods of notice may include, but are not limited to, distribution of information about The Joint Commission, including contact information in published materials such as brochures and/or posting this information on the hospital's website.

Notice of Visitation Rights

UPDATE: For the safety of all patients and visitors, building access is limited to the main entrance and the Emergency Department. A staff member will greet you and ask questions about your general health. To protect yourself and others, this screening is mandatory for everyone coming into the facility. Visitors are limited to two people per patient. Visitors under the age of 14 are not permitted in patient rooms.

Methodist Southlake encourages and facilitates visitation in a manner that promotes healing, balances the needs of all patients and visitors, and creates a safe and secure environment. In fulfilling this purpose, Methodist Southlake recognizes the right of all patients to choose who may visit them during

an outpatient recuperation or overnight hospitalization. Visitors of choice may include spouses, domestic partners (including same-sex domestic partners), family members, friends or other individuals regardless of formal relationship status, race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

There are times when clinically necessary or reasonable restrictions on visitation may be required. The following are examples of some of these times, but is not considered an all-inclusive list:

- Any court order limiting or restraining contact.
- Persons in custody of law enforcement.
- A patient's need for rest or privacy.
- Disruptive, threatening, or violent behavior of any kind exhibited.
- When visitation would interfere with the care of patient or other patients.
- Patient's risk of infection by visitor.
- Visitor's risk of infection by patient.
- Extraordinary measures during a pandemic or infectious disease outbreak.

Visitation while the patient is undergoing an intervention or procedure is subject to the clinical judgment of hospital caregivers, wishes of the patient, physical limitations of the patient's room or recuperation area, or when the intervention or procedure requires maintenance of aseptic technique.

Reasons for visitation restrictions, when required, will be clearly communicated to patients and their support persons by hospital caregivers. Patients or their representatives may file a grievance with hospital administration if they believe their visitation rights have been violated.

Visitor Responsibilities

Patients under the age of 18 must have an adult present during the entire time of their hospitalization including overnight stays. Siblings and other visiting children are not allowed to stay overnight. Latex balloons are not allowed at the bedside due to allergy and choking risks. For the safety of all children, please have a non-patient adult supervise children under the age of 12 at all times.

Please help prevent the spread of infection by washing your hands often and covering your mouth when coughing or sneezing.

Cell phone use is permitted in non-patient care areas. Smoking is not permitted anywhere on hospital property (including all parking lots).