

Your Patient Rights

Respect & Courtesy

in a safe environment

Privacy & Confidentiality

regarding health conditions and treatment

Care

that is continuous, complete and high-quality

Information

that is complete and easy to understand

Prompt Response

to needs, questions and concerns

Participation

in decision-making about treatment benefits, risks and alternatives

Our Standards of Care

Patient-Centered

Providing care that is respectful of and responsive to individual patient preferences, needs, and values, and ensuring that patient values guide all clinical decisions.

Effective

Providing services based on scientific knowledge to all who could benefit, while refraining from providing services to those not likely to benefit.

Timely

Reducing waits and sometimes-harmful delays both for those who receive care and for those who provide it.

Safe

Avoiding harm to patients from care that is intended to help them.

Efficient

Avoiding waste, including waste of equipment, supplies, ideas, and energy.



Notice of Nondiscrimination

The University of Texas Health Science Center at Houston (“UTHealth Houston”) and UT Physicians comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. UTHealth Houston and UT Physicians do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

UTHealth Houston and UT Physicians:

- Provide people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provide free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact clinic staff.

If you believe that UTHealth Houston or UT Physicians has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: University Relations & Equal Opportunity, Section 1557 Coordinator, 7000 Fannin, Suite 150, Houston, Texas 77030, 713-500-2255, or by email at **CALL@uth.tmc.edu**. You can file a grievance in person or by mail, phone, or email.

If you need help filing a grievance, the University Relations & Equal Opportunity, Section 1557 Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
This notice is also available on UTPhysicians.com.