

We at Lam Vascular & Associates believe that the protection and support of the basic human rights of freedom of expression, decision and action are important to the healing and well being of our patients. Therefore, we strive to treat patients with respect and with full recognition of human dignity. Decisions regarding health care treatment will not be based on race, creed, gender, national origin, age, disability, or sources of payment.

As a patient of Russell C. Lam, MD, PA;

- You have the right to a reasonable response to your request and need for treatment or service, within the practice's capacity, its stated mission, and applicable laws and regulations.
- You have the right to be informed about which physicians, nurses and other health care professionals are responsible for your care.
- You have the right to the information necessary for you to make informed decisions, in consultation with your physician, about your medical care including information about your diagnosis, the proposed care and your prognosis in terms that you can understand before the start of your care. You also have the right to take part in developing and carrying out your plan of care.
- You have the right to consent to or refuse medical care, to the extent permitted by law, and to be told of the risks of not having the treatment and other treatments which may be available.
- You have the right to reasonable access to care.
- You have the right to care that is considerate and respectful of your personal values and beliefs.
- You have the right to have your family take part in your care decisions with your permission.
- You have the right, to the extent permitted by law, to have your legal guardian, next of kin, or a surrogate decision maker appointed to make all medical decisions on your behalf in the event you become unable to understand a proposed treatment or procedure or are unable to express your wishes regarding your care. The person appointed has the right, to the extent permitted by law, to exercise your rights as a patient on your behalf.
- You and your appointed representative have the right to take part in ethical questions that arise during your care.
- You have the right to communicate with family, friends, and others while you are a patient in the hospital unless restrictions are needed for therapeutic effectiveness.
- You and your legal representative have the right to access the information contained in your medical record in a timely manner subject to state and federal law.
- You may request an explanation of your bill, even if you will not be paying for your care.
- You have the right to issue advance directives and to have doctors and hospital staff follow your directives in accordance with state and federal law.
- You have the right to personal privacy and for your medical information to be kept confidential within the limits of the law.
- You have the right to receive care in a safe setting. You will be informed about results of care including those that differ significantly from what was expected.
- You have the right to be free from abuse and harassment.
- You have the right to be free from restraints that are not medically necessary; restraints include physical restraints and medications.
- You have the right to be free from seclusion and restraints for behavior management except in emergencies as needed for your safety when less restrictive means may have been ineffective.
- You have the right to consent or refuse to take part in any human research or other educational project affecting your care. You also have the right to be given information about the expected benefits and risks of any research you choose to take part in and any alternative treatment that might benefit you. Refusing to take part in the research or project will in no way affect your care.
- You have the right to have your pain assessed and managed properly and to receive information about pain and pain relief measures.
- You have the right to obtain information concerning the relationship of the clinic to other health care facilities and/or physicians as they relate to your care.
- An issue can be addressed most promptly by speaking with your nurse or another health care professional involved in your care. However, if you feel an issue is not being addressed appropriately, or if you need additional assistance, please contact our Quality Management Director at (214) 345-4160. If you feel that your issue is not being resolved or being addressed by the practice, you may also phone or write the Texas Department of State Health Services, 1100 West 49th St, Austin, Texas 78756 (1.888.973.0022) to ask questions or report a complaint.