

Client Rights and Responsibilities

Pregnancy and Birth Center Care

The midwives and staff at Heart of Houston Birth and Wellness Center (“HHBWC”) believe families and healthcare professionals must work together to provide safe and satisfying care. We also believe the development of a mutual trusting relationship between healthcare professionals and clients is an essential aspect of care and that both clients and providers have rights and responsibilities to ensure the optimal outcomes.

Rights

As a client, you have the right to:

1. Make your own choices and decisions
2. Respectful, personal, and dignified care without coercion, harassment, or abuse
3. Care that doesn't discriminate based on race, color, national or ethnic origin, ancestry, religion or religious creed, disability or handicap, sex or gender, gender identity and/or expression, sexual orientation, or any other characteristic protected under federal, state, or local law
4. Care that is consistent with clinical guidelines and professional standards
5. Contact the “on call” midwife 24 hours/day 7 days/week
6. Know the names and functions of the people involved in your care
7. Be informed of any recommended medication, diagnostic or therapeutic procedure, as it relates to yourself or newborn, before it is performed.
8. Provide written or verbal consent before any medication, diagnostic or therapeutic procedure is performed on you or your newborn. Informed consent includes the description of recommendation, expected outcomes, risk, benefits, and alternative therapies
9. Refuse any recommended medication, diagnostic test, or procedure recommended as it relates to the care of yourself or newborn, understanding that refusal of certain recommendations may hinder your ability to give birth at the center.
10. Change your mind as it relates to any previous consent or refusal of any recommended medication, diagnostic test, or procedure recommended as it relates to the care of yourself or newborn.
11. Be informed of HHBWC's policies regarding emergency and life-saving measures.
12. All newborn care in the presence of a birthing person and/or partner with the explanation of any assessments carried out.
13. Privacy. Your medical records are only for the purpose of your care. None of your personal or medical information will be released or shared without your permission, except as directly needed for your care or as required by law.
14. Information regarding costs of care and personal responsibility.



15. Submit grievances or complaints to HHBWC's Clinical Director, Mary Love, CNM NP-C at mary@heartofhoustonbirth.com or Facility Director, Jessica Gonzales, at jessica@heartofhoustonbirth.com. Complaints can also be submitted to Manager, Health Facility Compliance Group, Department of State Health Services, 1100 West 49th Street, Austin, Texas 78756; telephone (888) 973-0022; (512) 834-6650; Fax (512) 834-6653:

Responsibilities

As a client, it is your responsibility to:

1. Provide complete and accurate information of your health history, lifestyle behaviors, and perceived well-being.
2. Ask questions if you do not understand.
3. Actively participate in optimizing your health and wellbeing.
4. Make your preferences known to HHBWC providers and staff.
5. Assure that your partner/support person is also in agreement with Birth Center care.
6. Arrange for appropriate newborn follow-up and provide HHBWC with the contact information for your newborn provider
7. Be considerate and respect the privacy of other clients and families
8. Be considerate of HHBWC midwives, staff, and the facility
9. Meet the financial commitments as agreed to in the Financial Policy and Agreement.

I, _____ certify that I have read and understand my rights and responsibilities as a client of Heart of Houston Birth and Wellness Center. I have been given the opportunity to ask any questions as it relates to my rights and responsibilities.

Signed _____

Date _____