



## PATIENTS RIGHTS AND RESPONSIBILITIES

It is the policy of Patient Partners Surgery Center to preserve the rights of all patients, regardless of race, creed, sex, or national origin. Patient Partners Surgery Center personnel and representatives respect the rights of the patient, recognizing that each patient is an individual with unique health care needs, values, and cultural perspectives.

### Patient Rights

1. Receive the care necessary to help regain or maintain his or her maximum state of health & to receive this care in a safe setting.
2. Expect personnel who care for the patient to be friendly, considerate, and respectful and qualified through education and experience and perform the services for which they are responsible with the highest quality of care.
3. Expect full recognition of individuality, including personal privacy in treatment & care. All communications and records will be kept confidential.
4. Complete information, to the extent known by the physician, regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
5. Be fully informed of the scope of services available at the facility, provisions for after-hours and emergency care and related fees for services rendered.
6. Be a participant in decisions regarding intensity and scope of the treatment. If the patient is unable to participate in those decisions, the patient's designated representative or other legally designated person shall exercise the patient's rights.
7. Refuse treatment to the extent permitted by law and to be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility.
8. Approve or refuse the release of medical records to any individual outside of the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contact.
9. Be informed of any human experimentation or other research/educational projects affecting his or her care or treatment, and can refuse participation in such experimentation or research without compromise to the patient's usual care.
10. Express grievances/complaints and suggestions at any time, including grievances regarding treatment or care that is (or fails to be) furnished.
11. Change primary or specialty physicians or dentists if other qualified physicians are available.
12. Provide patient access to and/or copies of his or her individual medical record.
13. Be informed of the facility's policy regarding advance directives/living will.
14. Be fully informed before any transfer to another healthcare facility or organization, when possible.
15. Express spiritual beliefs & cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
16. Exercise his or her rights without being subjected to discrimination or reprisal. To be free from all forms of abuse or harassment
17. If a patient is judged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf. If a State court has not judged the patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
18. Have an initial assessment, regular assessment of pain, and pain management.
19. Education of patient & family, when appropriate, regarding their roles in managing pain, potential limitations & side effects of pain management.
20. Have their personal, cultural, and ethnic beliefs considered when communicating that pain management is an important part of care.
21. Be informed of any financial interest of their physician in the surgery center.

To make suggestions and/or to express a complaint please contact the Center by phone at (615) 575-9000, or you may contact Susan R Cooper, MSN, RN, Commissioner Department of Health 425 5<sup>th</sup> Ave N, Cordell Hull Bldg 3<sup>rd</sup> Floor Nashville, TN 37243  
Phone: (615) 741-3111 <http://health.state.tn.us/HCF/complaints.htm>

Joint Commission 888-973-0022

As a Medicare certified facility, you may contact them at: <http://medicare.gov/Ombudsman/resources.asp>

### Patients Responsibilities

1. Being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.
2. Respecting the property of others and the facility.
3. Following the rules and regulations of the facility.
4. Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her. The patient should express concern if they believe they will have difficulty following the plan of care and discharge information.
5. Following the instructions and provided for the planned course of treatment.
6. Accepting the consequences if they do not follow the plan of care and discharge instructions.
7. Keeping appointments and, when unable to do so for any reason, for notifying the facility and physician.
8. Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's conditions or any other patient health matters. Patients are responsible for asking questions when they do not understand what they have been told or what they are expected to do.
9. Meeting their financial obligations to the facility as agreed to with the organization.

## **SPEAK UP**

We encourage you to be involved in your health care. Speak up if you have questions, concerns or don't understand. Tell your nurse or doctor if something doesn't seem right. We want to increase your awareness and involvement in the care you receive at the surgery center. You will receive the entire Speak Up program information when you check in the day of your procedure.

## **ADVANCE DIRECTIVES**

An Advance Directive is a document that pertains to treatment preferences and/or the designation of a surrogate decision-maker in the event that a person should become unable to make medical decisions on their own behalf. Advance Directives are generally in the form of a "Living Will" now known as an "Advance Care Plan" and a "Medical Power of Attorney" also known as "Appointment of Health Care Agent". The advance directive document is a way to communicate the kinds of medical care and treatment you do or do not want if you become unable to make these decisions for yourself. Advance Directives can be revoked or amended at any time.

FEDERAL LAW: The 1990 Patient Self Determination Act is a federal law that says patients must be informed of their rights under state law including the right to participate in and direct their own health care, the right to accept or refuse medical or surgical treatment & the right to have an advance directive.

TENNESSEE LAW: Tennessee law gives you the right to make decisions about your medical care. In 2004, Tennessee law was revised to recognize two advance directive documents for healthcare decision making: the "Living Will" / "Advance Care Plan" and the "Medical Power of Attorney" / "Appointment of Health Care Agent".

PATIENT PARTNERS SURGERY CENTER POLICY: Compliance with the 1990 Patient Self-Determination Act is intended for inpatient hospital admissions, not for outpatient surgery centers. Patient Partners does not honor advance directives. Health care providers at Patient Partners Surgery Center are bound to do all in their power to assure the safe recovery of every patient, including resuscitation if that becomes necessary. All adult patients are asked if they have an advance directive, which is placed in their medical record. Adult patients are also informed that an advance directive will not be honored while a patient at the Patient Partners Surgery Center.

You may get copies of Advance Directive forms from the Center or you can download the forms at

<http://health.state.tn.us/advancedirectives/index.htm> and click on "Advance Directive Forms".

## **DISCLOSURE**

The Patient Partners Surgery Center is jointly owned by:

1) Physicians consisting of :

Dr. Alan Bennett

Dr. Scott Hande

Dr. Michael Lee

Dr. Joe Trubia

Dr. Rob Willis

Dr. Raymond Demoville

Dr. Randy Howard

Dr. Brandon Mewbourne

Dr. Lance Weaver

Dr. Mark Uhl

Dr. Subir Guha

Dr. Jeff Hollis

Dr. John Thompson

2) St Thomas Health Services/ United Surgical Partners

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