

## STATEMENT OF PATIENT BILL OF RIGHTS

In recognition of the responsibility of this facility in rendering of patient care, these rights are affirmed in the policies and procedures of **EAST MEMPHIS SURGERY CENTER**

- ❖ Patients have the right to safe, considerate, respectful care and be free from all forms of abuse or harassment.
- ❖ Patients have the right to appropriate assessment and management of pain.
- ❖ Patients have the right to obtain from their physician complete and current information regarding diagnosis, treatment and prognosis and to participate in care decisions.
- ❖ Patients have the right to receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment.
- ❖ Patients have the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such action.
- ❖ Patients have the right to every consideration of privacy concerning their own medical care program.
- ❖ Patients have the right to expect that all communication and records pertaining to their care be treated as confidential. You have the right to obtain information about your care in a language that you understand.
- ❖ Patients have the right to expect that within its capacity a surgery center must make reasonable response to the request of a patient for services.
- ❖ Patients have the right to obtain information as to any relationship between the surgery center and other healthcare and educational institutions insofar as patient care is concerned.
- ❖ Patients have the right to be advised if the surgery center proposes to engage in or perform human experimentation affecting their care or treatment and to refuse to participate in such research projects.
- ❖ Patients have the right to expect reasonable continuity of care and that clinical decision-making is without regard to business relationships with other providers.
- ❖ Patients have the right to examine and receive an explanation of their surgery center bill regardless of source of payment. Billing questions or complaints may be directed to (901)747-3233.
- ❖ Patients have the right to know what surgery center rules and regulations apply to their conduct as a patient.
- ❖ Patients have the right to formulate advance directives and to appoint a surrogate decision maker. Patient will be informed at the time of interview that we will resuscitate and transfer the patient to the hospital for a higher level of care in the event there is deterioration in health status.
- ❖ Patients (or their surrogates) have the right to participate in the consideration of ethical issues that may arise in the course of patient care.

East Memphis Surgery Center is committed to providing excellent patient care. As a measure of our quality we are accredited by the Joint Commission. If you feel that your concerns have not been addressed by the East Memphis Surgery Center, please contact the Joint Commission at 800-994-6610.

To report a complaint about this facility, please contact:

The State of Tennessee Health Facilities  
Director QI Unit-Patient Complaints  
665 Mainstream Drive  
2<sup>nd</sup> Floor  
Nashville, TN 37243  
Direct Phone: 615.741.7534

Web site for the Office of the Medicare Beneficiary Ombudsman:

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>