



### **PATIENT RIGHTS**

- Patients have the right to be informed of his/her rights in a manner he/she can understand and to exercise these rights without being subjected to discrimination or reprisal.
- Patients have the right to participate and make decisions regarding care.
- Patients are treated with respect, consideration, and dignity.
- Patients have the right to be free of all forms of abuse and harassment.
- Patients have the right to change their provider if other qualified providers are available.
- We follow the Health Insurance Portability and Accountability Act of 1996 (HIPPA). Under the HIPPA guidelines, patients are provided the appropriate privacy. Patients have the right to privacy of information given and services provided. Patients have the right to be informed of any person other than routine personnel that will be observing or participating in his/her treatment.
- Patients have the right to know the person or person's responsibility for coordinating his/her care and the credentials of health care professionals.
- Patients have the right for privacy and security individually identifiable health information. Personal disclosure and records are treated confidentially, and, except when required by law, patients are given the opportunity to approve or refuse their release.
- Patients are provided, to the degree known, complete information concerning their diagnosis, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Patients have the right to receive from his/her physician enough information so that he/she may understand the procedure or treatment being received in order to sign informed consent.

- Patients have the right to refuse treatment and to be informed of the consequences of his/her actions.
- Patients are given the opportunity to participate in the decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Patients have the right for information regarding advanced directives as required by state or federal law and regulations.
- Patients have the right to expect that care provided and services rendered are consistent with quality standards.
- Patients have the right to be informed of the mechanism for continued health care following discharge from the Indian Lake Surgery Center.
- Patients have the right to examine and receive an explanation of his/her statement of charges regardless of the source of payment.
- Patients have the right to know in advance the expected estimated amount of his/her charges and payment policies.
- Patients have the right to know the services available at the Indian Lake Surgery Center.
- Patients have the right to know provisions for after- hours care and emergency care.
- Patients have the right to information concerning the institution to which he/she may be transferred should an emergency occur.
- Marketing or advertising regarding the competency and capabilities of Indian Lake Surgery Center are not misleading.
- Patients have the right to be advised if the facility/personal physician proposes to engage in or perform human experimentation affecting his/her care of treatment. The patient has the right to refuse to participate in such research project.
- Patients have the right to know methods for expressing grievances and suggestions to Indian Lake Surgery Center.
- Patients have the right to a fair and efficient process for resolving differences with their health plans, healthcare providers, and the institutions that serve them. Please address complaints to:

**Tennessee Department of Health  
Office of Investigations TN  
665 Mainstream Drive, 2<sup>nd</sup> Floor  
Nashville, TN 37243  
Phone (615) 741-8485  
Toll Free 1-800-852-2187**

Contact info:

- **Medicare**  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850
- **Medicare:** [www.medicare.gov](http://www.medicare.gov) or call 1-800-MEDICARE (1-800-633-4227)
- Patient's Rights and Responsibilities were established with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, family, physicians and the facility caring for the patient. Patients shall have these rights regardless of age, race, sex, national origin, religion, culture, personal values or belief systems.