

Patient Rights

You have the right:

- ✓ To be treated with consideration, respect and dignity, regardless of race, color, religion, sex, age, physical or mental disability or national origin.
- ✓ To be provided appropriate privacy.
- ✓ To expect that all disclosures and records will be treated confidentially and, except when required by law, to be given the opportunity to approve or refuse release.
- ✓ To be provided, to the degree known, complete information concerning your diagnosis, treatment, and prognosis. When it is medically inadvisable to give such information to the patient, the information is provided to a person designated by the patient or to a legally authorized person.
- ✓ To be given the opportunity to participate in decisions involving your healthcare, except when such participation is contradicted for medical reasons.
- ✓ To be informed as to expected conduct and responsibilities, services available, provisions for after-hour and emergency care, fee for services, payment policy, and methods for expressing grievances, suggestions, and ethical concerns to the organization.
- ✓ To be given the right to refuse proposed treatment, including participation in experimental research.
- ✓ To be informed of your right to change primary or specialty physician if other qualified physicians are available.
- ✓ To be given the names and credentials of all practitioners and health care personnel participating in your care and access to a second opinion.
- ✓ To receive good quality care with high professional standards.
- ✓ To refuse medications or procedures and to receive information regarding the consequences of refusal.
- ✓ To receive full information regarding billing services.
- ✓ To expect safe transfer when necessary and that records will accompany you.
- ✓ To be provided with information that would allow for future healthcare decisions (Advance Directive, Living Will, Durable Power of Attorney for Health Care or Proxy).
- ✓ To be given an opportunity to express concerns about care with the assurance that any expressed concerns will not interfere with present or future care.

Patient Responsibilities

You have the responsibility:

- ✓ To provide to the best of your knowledge, accurate and complete information about your present health status and past medical history and reporting any unexpected changes to the appropriate practitioner(s).
- ✓ To follow the treatment plan recommended by the primary practitioner involved in your case.
- ✓ To provide a responsible adult to transport you home after surgery and an adult to be responsible for you at home for the first 24 hours after surgery.
- ✓ To indicate whether you clearly understand a contemplated course of action and what is expected of you.
- ✓ To understand your actions if you refuse treatment, leave the facility against the advice of the practitioner, and/or do not follow the practitioner's instructions relating to your case.
- ✓ To assure that the financial obligations of your health care are fulfilled as expeditiously as possible.
- ✓ To provide information about and/or copies of any living will, power of attorney or other directives that you desire us to know about.

These rights and responsibilities outline the basic concepts of service at the Semmes-Murphey Surgery Center.

Grievances

If you believe that at any time one or more of the statements has not been met during your stay, please ask to speak to the Surgery Center Director. We will make every attempt to understand your complaint/concern. We will correct the issue you have if it is within our control, and you will receive a response. We want to have the opportunity to resolve your complaint/concern.

If we are unable to do this, the state agency you may report a complaint/concern to is listed below:

Division of Health Care Facilities
Centralized Complaint Intake Unit
227 French Landing, Suite 501
Heritage Place Metrocenter
Nashville, TN 37243
1 (877) 287-0010 [toll free]

www.health.state.us/HCF/complaints.htm

Advance Directives

It is the policy of Semmes-Murphey Surgery Center to suspend any “Do Not Resuscitate Order” during the delivery of care at this ambulatory surgery center. If the need for cardiopulmonary resuscitation, or other life-threatening situations should arise, we will provide resuscitative procedures in order to preserve life and transfer you to the closest available hospital to receive a higher level of care.

If you would like information on developing Advance Directives, the website listed below can assist you. It includes a description of the State's health and safety laws:

<http://health.state.tn.us/advancedirectives/index.htm>

Additionally, upon request, we will provide you with official State advance directive forms.

Other Information

Semmes-Murphey Clinic, A Professional Corporation, is an integrated healthcare group practice organization which includes diagnostic services, ambulatory surgery facility services, durable medical equipment, and physician professional services. Some Semmes-Murphey Clinic physicians (which may include your treating physician) own an interest in Semmes-Murphey Clinic and its integrated services.

Should you have any questions with respect to the Patient Rights Document or the Advance Directive Information, please contact us at (901) 522-4900. We will have staff available to help you.

Thank you for choosing our Surgery Center. We look forward to delivering outstanding patient care to you!