

SPINE AND PAIN PHYSICIANS SURGERY CENTER

Patient Rights and Responsibilities

1177 Rock Springs Road, Suite 130

Smyrna, TN 37167

615-459-3881

Rights of the Patient

- Every patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs regardless of age, race, sex, national origin, religion, cultural, or physical handicap, personal value and beliefs.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his/her social, religious and psychological wellbeing.
- Every patient has the right to confidentiality.
- Has the right to approve or refuse the release of medical information to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third party payment contract.
- Every patient has the right to express grievances or complaints without fear of reprisals.
- Every patient has the right to be free from all forms of abuse or harassment.
- Every patient has the right to continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
- Every patient is provided complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risk and side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient, surrogate, or to a legally authorized individual.
- Every patient has the right to make informed decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment.
- Every patient or patient's representative or patient's surrogate will be informed of their rights prior to the start of the procedure with verbal and written notice.
- Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.
- Every patient has the right to appropriate treatment and care to include the assessment/managements of pain.
- Every patient has the right to understand facility charges. You have the right to an explanation of all facility charges related to your health care.
- Every patient has the right to all resuscitative measures; therefore we will not honor Advance Directives.
- Every patient has the right to participate in their health care treatment and decisions.

Responsibilities of the Patient

- Patients are responsible to be honest and direct about matters that relate to them, including answering questions honestly and completely.
- Patients are responsible to provide accurate past and present medical history, present complaints. Past illnesses, hospitalizations, surgeries, existence of advance directive, medication and other pertinent data.
- Agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference, or handicap, or national origin.
- Patients are responsible for assuring that the financial obligations for health care rendered are paid in a timely manner.

- Patients are responsible to sign required consents and releases as needed.
- Patients are responsible for either actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or Surgery Center employees.
- Patients are responsible for keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify the Surgery Center as soon as possible.
- Patients are responsible for the disposition of their valuables, as the Surgery Center does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of the Surgery Center.
- Patients are to observe safety and no smoking regulations.

Advance Directives

- The Center does not honor advance directives. Health care providers at The 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 Center.
- If an adverse event occurs during your treatment at The Center, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care Power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care power of attorney.

If you wish to complete an Advance Directive, copies of official state forms are available at:

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

Phone (615) 741-3111

Patient Compliant or Grievance

To report a complaint or grievance, you may contact the facility Administrator by phone at (615) 459-3881 or by mail to our address.

Tennessee Division of Consumer Affairs

500 James Robertson Pkwy., 5th Floor

Nashville, TN 37243-0600

Telephone: (615) 741-4737

Fax: (615) 532-4994

All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman online at:

<https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home> or call 1-800-MEDICARE (1-800-633-4227)