RESPONSIBILITIES OF PATIENTS

When the patient is a child, adolescent, or ward, the parent(s) or legal guardian will assume all of the following rights and responsibilities on behalf of the patient:

- It is the patient/patient's representative's responsibility to read and understand all permits and consents he or she signs. If the patient does not understand, it is the patient/patient's representative's responsibility to ask the nurse or practitioner for clarification.

- It is the patient/patient's representative's responsibility to answer all medical questions truthfully and to the best of his or her ability and to provide accurate and complete information about their health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitivities. The patient/patient's representatives have the responsibility to report unexpected changes in his or her condition to the responsible practitioner.

- The patient/patient's representatives are responsible for his or her actions if he or she refuses treatment.

- It is the patient/patient's representative's responsibility to read carefully and to follow all pre-operative instructions given by his or her practitioner and CHILDREN'S WEST SURGERY CENTER.

- It is the patient/patient's representative's responsibility to notify the staff of CHILDREN'S WEST SURGERY CENTER if he or she (or their child or ward) has not followed pre-operative instructions.

- It is the patient/patient's representative's responsibility to provide a responsible adult to provide transportation home and to remain with patient as directed by the provider or as indicated on discharge instructions.

- It is the patient/patient's representative's responsibility to read carefully and to follow all post-operative instructions received from his or her attending physicians and nurses, including information regarding post-operative follow-up appointments.

- It is the patient/patient's representative's responsibility to contact his or her practitioner directly if he or she experiences any complications following surgery.

- Patient/patient's representatives are responsible for following Center rules and regulations relating to patient care and conduct. Patient/patient's representatives are responsible for being considerate of the rights of other patients, visitors and Center personnel and for assisting in the control of noise, unauthorized smoking, and the number of visitors. Patient/patient's representatives are responsible for being respectful of the property of other persons and of the Center.

- It is the patient/patient's representative's responsibility to ensure that all payments for services rendered by CHILDREN'S WEST SURGERY CENTER are made on a timely basis, and to understand that ultimate financial responsibility for services rendered by the Center are his or hers, regardless of the type of insurance coverage he or she may have.

- It is the patient/patient's representative's responsibility to notify the Administrator of CHILDREN'S WEST SURGERY CENTER if he or she feels that any rights have been violated, or if the patient/patient's representatives have a significant complaint or a suggestion for the improvement of services or quality of care. This can also be accomplished by filling out the Center's Patient Survey Questionnaire or by direct contact.

Administrator at 865-560-0303.

To submit the complaint form by mail, please return the completed form to:

Health Facilities Commission

Andrew Jackson State Building

Complaint Intake Unit

502 Deadrick Street, 9th Floor

Nashville, Tennessee 37243

- TN Department of Health: 877-287-0010 or tn.health@tn.gov
- Medicare Beneficiary Ombudsman: Medicare Beneficiary Ombudsman (MBO) | CMS