RIGHTS OF PATIENTS

When the patient is a child, adolescent, or ward, the parent(s) or legal guardian will assume all the following rights and responsibilities on behalf of the patient. In consideration of its recognition of the basic human rights of patients, the staff of CHILDREN'S WEST SURGERY CENTER pledges its commitment to the following:

- Patient/patient's representatives have the right to medical and nursing services without discrimination based on age, race, color, religion, sex, national origin, handicap, disability, or source of payment.

- Patient/patient's representatives will be treated with respect, consideration, and dignity by competent personnel and have the right to be involved in the decision making of all aspects of their care.

- Patient/patient's representatives have the right to good quality care and high professional standards that are continually maintained and reviewed.

- Patient/patient's representatives who do not speak English will have access, where possible, to an interpreter.

- Patient/patient's representatives have the right to receive meaningful communication regarding their medical conditions and treatment. The center will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, blind, or have other sensory or manual impairments, have an equal opportunity for care at our center. Communication and interpretive services will be offered at no cost to the patient.

- Patient/patient's representatives have the right to know the person or persons responsible for coordinating their care. Upon request, they will be provided with the name of their attending practitioner, the names of all other practitioners directly participating in their care, and the names and functions of other health care personnel having direct contact with them.

- Patient/patient's representatives have a right to an appropriate level of privacy, including privacy of any information or treatment concerning their medical care. They have the right to be informed of any persons other than routine personnel who might be observing or participating in their treatment.

- Patient records and disclosures will be treated confidentially, and all case discussion, consultation, examination, or treatment will be considered confidential and conducted discreetly.

- Upon request, the Center will provide the patient/patient's representatives, access to the information contained in the patient's medical record, unless access is specifically restricted by the attending practitioner for medical reasons.

- Patient/patient's representative have the right to have their records pertaining to their medical treated as confidential, except as otherwise provided by law or third-party contractual arrangements. When it is their right, patient/patient's representatives will be given the opportunity to approve or refuse the release of their records.

- Patient/patient's representatives have a right to full information, presented in layman's terms, concerning their diagnoses and treatment and prognoses, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient or parents/guardian, the information will be given to a responsible person designated by the patient or to a legally authorized person.

- Patient/patient's representatives have the right to receive from their practitioner enough information so that they may understand the procedure or treatment being received to give their informed consent.

Except for emergencies, the practitioner will provide all such necessary information for consent prior to the start of the procedure or treatment.

- Patients, or if they are unable to give informed consent, a responsible person, have the right to be advised when a practitioner is considering the patient as part of a medical care research program or donor program, and patients, or responsible persons acting in their behalf, will give informed consent prior to actual participation in any such program. A patient, through his own refusal, or that of his responsible representative, may refuse to continue in a program to which he has previously given informed consent.

- Patient/patient's representatives have the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner will inform them of the medical consequences of their refusal of drugs or procedures.

- Patient/patient's representatives have the right to self-determination, which encompasses the right to make choices regarding life-sustaining treatment (including resuscitative services), and the right to be informed of the Center's policy on Advance Directives.

- Patient/patient's representatives have a right to expect emergency procedures to be implemented without unnecessary delay. When an emergency occurs, and the patient is transferred to another facility, a designated responsible person will be notified. The institution to which the patient is to be transferred will be notified prior to the patient's transfer.

- Patient/patient's representatives have the right to have appropriate assessment and management of pain during their pre-, intra, and post-operative stay at Children's West Surgery Center

- Patient/patient's representatives have the right to be free from mental and physical abuse.

- Patient/patient's representatives have the right to expect quality of care and service from the Center. They have the right to expect that sound management techniques will be implemented within the Center and that these techniques will make effective use of the time of the patient and avoid the personal discomfort of the patient.

- Patient/patient's representatives have the right to know methods for expressing grievances and suggestions to CHILDREN'S WEST SURGERY CENTER.
- 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

- Patient/patient's representatives have a right to know in advance the expected estimated amount of their bills.

- Patient/patient's representatives have a right to examine and receive an explanation of their bills, regardless of source of payment.

- Patient/patient's representative's guardians have the right to expect that the Center will provide for their continuing health requirements following discharge, and to be informed of the mechanisms by which these requirements will be accomplished.

- Patient/patient's representatives have the right to be informed of their rights at the time of admission to the Center.

- Patient/Patient's representatives have the right to change providers if other qualified providers are available.

- Patient/patient's representatives have the right to know what CHILDREN'S WEST SURGERY CENTER rules and regulations apply to their conduct and responsibilities as patients.