

Upper Cumberland Physicians Surgery Center

It is the policy of Upper Cumberland Physicians Surgery Center to preserve the rights of all patients, regardless of race, creed, sex, or national origin. The Upper Cumberland Physicians Surgery Center personnel and representatives respect the rights of the patient and recognize that each patient is an individual with unique health care needs, values, and cultural perspectives.

PATIENT RIGHTS

1. Receive the care necessary to help regain or maintain his or her maximum state of health and to receive this care in a safe setting.
2. Expect personnel who care for the patient to be friendly, considerate, respectful, and qualified through education and experience and perform the services for which they are responsible with the highest quality of service.
3. Expect full recognition of individuality, including personal privacy in treatment and care. In addition, all communications and records will be kept confidential.
4. Complete information, to the extent known by the physician, regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
5. Be fully informed of the scope of services available at the facility, provisions for after-hours and emergency care and related fees for services rendered.
6. Be a participant in decisions regarding the intensity and scope of the treatment. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.
7. Refuse treatment to the extent permitted by law and be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or the facility.
8. Approve or refuse the release of medical records 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.
9. Be informed of any human experimentation or other research/educational projects affecting his or her care or treatment, and can refuse participation in such experimentation or research without compromise to the patient's usual care.
10. Express grievances/complaints and suggestions at any time, including grievances regarding treatment or care that is (or fails to be) furnished.
11. Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
12. Provide patient access to and/or copies of his or her individual medical records.
13. Be informed as to the facility's policy regarding advance directives/living wills.
14. Be fully informed before any transfer to another healthcare facility or organization.
15. Express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
16. Exercise his or her rights without being subjected to discrimination or reprisal. To be free from all forms of abuse or harassment.

17. If a patient is judged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf. If a State court has not judged the patient incompetent, any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by State law.
18. Have an initial assessment and regular reassessment of pain.
19. Education of patients and families, when appropriate, regarding their roles in managing pain, as well as potential limitations and side effects of pain treatment.
20. Have their personal, cultural, spiritual, and/or ethnic beliefs considered when communicating to them and their families that pain management is an important part of care.

PATIENT RESPONSIBILITIES

1. Being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.
2. Respecting the property of others and the facility.
3. Following the rules and regulations of the facility.
4. Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her. The patient should express concern if they believe they will have difficulty following the plan of care and discharge instructions.
5. Following the instructions as provided for the planned course of treatment.
6. Accepting the consequences if they do not follow the plan of care and discharge instructions.
7. Keeping appointments and, when unable to do so for any reason, for notifying the facility and physician.
8. Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition or any other patient health matters. Patients are responsible for asking questions when they do not understand what they have been told or what they are expected to do.
9. Meeting their financial obligations to the facility as agreed to with the organization.