

STATEMENT OF PATIENT BILL OF RIGHTS and RESPONSIBILITIES

In recognition of the responsibility of this facility in rendering of patient care, these rights are affirmed in the policies and procedures of the

BAPTIST GERMANTOWN SURGERY CENTER

- Patients have the right to considerate, respectful care and be free from all forms of abuse or harassment.
- Patients have the right to appropriate assessment and management of pain.
- Patients have the right to obtain from their physician complete and current information regarding diagnosis, treatment, and prognosis, and to participate in care decisions.
- Patients have the right to receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment.
- Patients have the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such action.
- Patients have the right to every consideration of privacy concerning their own medical care program.
- Patients have the right to expect that all communication and records pertaining to their care be treated as confidential.
- Patients have the right to expect that within its capacity a surgery center must make reasonable response to the request of a patient for services.
- Patients have the right to obtain information as to any relationship between the surgery center and other healthcare and educational institutions insofar as patient care is concerned.
- Patients have the right to be advised if the surgery center proposes to engage in or perform human experimentation affecting their care or treatment and to refuse to participate in such research projects.
- Patients have the right to expect reasonable continuity of care and that clinical decision-making is without regard to business relationships with other providers.
- Patients have the right to examine and receive an explanation of their surgery center bill regardless of source of payment. Billing questions or complaints may be directed to the Administrator, Kerry Allen at 901-757-3400.
- Patients have the right to know what surgery center rules and regulations apply to their conduct as a patient.

- Patients have the right to formulate advance directives and to appoint a surrogate decision maker. **Baptist Germantown Surgery Center does not honor advance directives.**
- Patients (or their surrogates) have the right to participate in the consideration of ethical issues that may arise in the course of patient care.

Voicing of Complaints/Grievances

*If a complaint or grievance is voiced by a patient or visitor, the Patient Representative will initiate a Patient Comment Form and will forward the form immediately to the Administrator. **Whenever possible, the complainant will be included in all processes surrounding the complaint issue, from the investigation to its resolution.** All patient complaints are tracked and included in the Performance Improvement Program. The Medical Advisory Board and Governing Body quarterly review these results. The administrator or a member or the Patient Satisfaction Committee will provide patient with a written notice that includes the following:*

1. *The name of the BGSC contact person,*
2. *The steps taken to investigate the grievance,*
3. *The results of the grievance process,*
4. *The date the grievance process was completed.*

Patient's Rights and Responsibilities are posted in the lobby.

To report a complaint about this facility, contact the State of Tennessee Health Facility Complaint Hot Line at 877-287-0010 or write to:

*Tennessee Health Facility
Complaint Hot Line
227 French Landing
Suite 501
Nashville, TN 37243*

*Web site for the Office of the Medicare Beneficiary
Ombudsman: <http://www.cms.hhs.gov/center/ombudsman.asp>*