



Patient Rights and Responsibilities

As a patient of Premier Surgery Center, you can expect to be treated individually and with the respect that you deserve. You have the right to:

- Receive treatment without discrimination on the basis of race, color, national origin, age, disability, or sex.
- Receive respectful and considerate care in a clean and safe environment.
- Understand your procedure, the process and implications.
- Receive all the information you need to make informed decisions about your care.
- Receive complete information about your diagnosis, planned treatment and prognosis.
- Participate in all decisions regarding your care.
- Receive private, confidential care of all information regarding your health and the records of your care.
- Approve or refuse the release of your medical records except when required by law.
- Know fees for service and the billing process.
- Refuse treatment and receive information on how your refusal can affect your health.
- Assure safe use of equipment by trained personnel.
- Change primary or specialty physicians if you so choose.
- Receive assessment of pain by trained personnel and have that pain treated efficiently.
- Ask your healthcare provider to wash their hands.
- Request the qualifications and credentials of healthcare professionals.
- Complain without fear of retribution about the care and service you receive. To file a formal complaint, you may contact the Division of Health Care Facilities. The toll-free number is 1-877-287-0010.
- For more information about patient rights, and filing an appeal, visit the Centers for Medicare & Medicaid Services website.
- Premier Surgery cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
- ATENCION: si habla espanol, tiene a su disposicion servicios gratuitos de asistencia linguistica. Llame al 865-835-5000.
- **Premier Surgery Center Director: Wendy Fulton, RN, 865-306-5754.**

In turn, as a patient of Premier Surgery Center it's your responsibility to:

- Be respectful of all the healthcare providers and staff, as well as other patients.
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- Accurately answer the pre-screening questionnaire and/or report any sudden changes in your health.
- Provide a list of current medications, including over-the-counter products, allergies, or sensitivities and dietary supplements.
- Inform the staff of your advance directives, POST, or power of attorney.
- Assure your financial obligations to the Center for healthcare services rendered are paid efficiently.
- Accept responsibility for your outcome if you refuse treatment or procedure.
- Accept or understand the instructions given by the physician or staff. Follow the treatment plan prescribed by your provider.
- Keep your appointments or notify the center if you anticipate that your treatment will be delayed.
- Ensure the security of your own valuables.
- Provide a responsible adult to transport you home from the facility and have someone remain with you for 24 hours if required by your provider.