



Patient Rights and Responsibilities

The patient shares the burden of responsibility with Phoenix Ambulatory Surgery Center for ensuring they receive optimal care. The following outlines a list of patient responsibilities. We expect our patients to:

- Provide accurate information regarding your health with relation to past illnesses, medications and any unexpected changes. Full disclosure allows us to more fully meet your needs as a patient.
- Follow your physician's orders as well as instructions from other members of our staff. Your health is our top priority.
- Bring a current copy of your Living Will or Durable Power of Attorney for Health Care, if applicable, so they may be added to your medical record. Documents are accepted during admission or an appointment with your physician.
- Accept responsibility should you refuse treatment or violate your physician's orders.
- Show consideration for staff members and fellow patients by complying with Ambulatory Surgery Center rules and regulations.
- Supply current insurance information.
- Honor financial obligations to Phoenix Ambulatory Surgery Center accrued through the acceptance of care, which includes working with Phoenix Ambulatory Surgery Center to plan payment dates.
- Inform us of any dissatisfaction with your care during your time with us.
- Understand the control you possess over your health. Your daily decisions are the main determinant of your overall physical state.
- Persevere through the numerous situations in which we will need to ask for your name and birth date. Rest assured, this information is vital to maintaining quality records of your stay.

A patient's rights are critical to the healthcare process. We believe all our patients are entitled to:

- Professional, compassionate care.
- Reasonable access to appropriate medical care.
- Complete information regarding your illness, treatment, alternatives and likely outcomes, in a language that you can understand.
- The freedom to consent to or refuse treatment and a detailed analysis of the consequences of your decision.
- Request a second opinion or change physicians.
- Safety and privacy in all aspects of your Ambulatory Surgery Center visit, including any information and records regarding your care.
- The names and responsibilities of any staff member who participates in your care.



- Information regarding any Ambulatory Surgery Center policy or nuance of your care.
 - An itemized bill detailing all charges.
 - A clear explanation regarding research and the right to refuse participation therein.
 - Avenues to express your concerns without fear of reprisal
 - A copy of your medical record which cannot be denied solely on an inability to pay.
 - Control over all decisions about your treatment and discharge from Phoenix Ambulatory Surgery Center.
 - Information regarding a physician's ownership in Phoenix Ambulatory Surgery Center
- Respect.

FEEDBACK

Our Mission is to serve our communities by providing compassionate and affordable care in the ambulatory setting, assuring the highest levels of quality and safety. In recognition of this commitment, we strive to provide quality medical care for our patients and treat them with dignity, respect, kindness, and courtesy. To accomplish this we would like to know what we are doing right or what needs improvement. We depend on our patients and their families to keep us informed.

As our patient, your opinion is of the utmost importance. You and your family should feel free to express any compliments, concerns or complaints to our staff without fear of reprisal, discrimination or unreasonable interruptions of care.

Should you have an issue while in Phoenix Ambulatory Surgery Center please speak to our Director of Surgical Services. If the Director of Surgical Services is unable to resolve the situation, our Chief Executive Officer will be contacted to address the situation.

If a patient wishes to lodge a complaint after discharge from Phoenix Ambulatory Surgery Center he or she can contact the CEO at 615-449-0990 ext. 210.

Should you feel your complaint was handled without due diligence, please call one of the following numbers or contact electronically:

- Tennessee Department of Health 710 James Robertson Pkwy, Nashville, TN 37243
TN Health Facilities Complaint Intake 1-877-287-0010
<https://www.tn.gov/health/health-professionals/hcf-main/filing-a-complaint.html>
- Office of Medicare Beneficiary Ombudsman
<https://www.cms.gov/Center/Special-Topic/Ombudsman-Center.html>
- Accreditation Association for Ambulatory Health Care
5250 Old Orchard Road, Suite 200
Skokie, IL 60077
Tel: 847.853.6060



Fax: 847.853.9028

Email: info@aaahc.org