

Patient Rights and Responsibilities

Patient Rights: Eye Surgery Center of Knoxville, LLC and its medical staff have adopted the following statement of patient rights. This list shall include but not be limited to:

- Patients are treated with respect, consideration and dignity in a safe environment, free from all forms of abuse or harassment.
- Patients are provided appropriate privacy. Patients have the right to every consideration of his/her privacy concerning his/her medical care program.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Patients have the right to pay for their services without utilization or billing of their private insurance.
- Patients are informed of their right to change their provider if other qualified providers are available.
- Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
- Patients are provided with appropriate information regarding the presence or absence of malpractice insurance coverage. This facility and the medical staff maintain malpractice insurance at all times.
- Patients are informed about procedures for expressing suggestions, complaints, and grievances, including those required by state and federal regulations.
- Information is available to patients and staff concerning: patient rights, patient conduct and responsibilities, services available at the organization, provisions for after-hours and emergency care, fees for services, payment policies, patient's right to refuse to participate in experimental research, advance directives as required by state or federal law, credentials of health care professionals.
- Lodge a concern regarding the quality of your care whether or not you have used the organization's resolution process.

All facility personnel, medical staff members and contracted agency personnel performing patient care activities shall observe these patient rights.

Patient Responsibilities: Prior to receiving care, patients are informed of patient responsibilities in the spirit of mutual trust and respect. These responsibilities require the patient to:

- Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- Follow the treatment plan prescribed by his/her provider.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Be respectful of all the health care providers and staff, as well as other patients.
- Fully participate in decisions involving his/her own health care and to accept the consequences of these decisions if complications occur.
- Patient agrees to comply with the COVID-19 regulatory policies established by the facility.

Regarding problem resolution, you have the right to:

Express your concerns about patient care and safety to facility personnel and/or management without being subject to coercion, discrimination, reprisal or unreasonable interruption of care; and to be informed of the resolution process for our concerns.

Grievances or concerns should be addressed to:

Eye Surgery Center of Knoxville, LLC
Attn: Administrator
7739 Dannaher Drive
Powell, TN 37849
Phone: 865-339-4200

Tennessee Department of Health
425 5th Avenue North
Cordell Hull Building, 3rd Floor
Nashville, TN 37243
Phone: 615-741-3111

If you have a Medicare complaint you may contact:

Division of Healthcare Facilities
Centralized Complaint Intake Unit
227 French Landing, Suite 501
Heritage Place Metrocenter
Nashville, TN 37243
Phone: 877-287-0010

Medicare: <https://www.medicare.gov> or call 1-800-633-4227

Office of the Inspection General: <https://oig.hhs.gov>