

# UROCENTER

## PATIENT RIGHTS

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### *THE PATIENT HAS THE RIGHT TO:*

Receive the care necessary in a safe setting, free from any form of abuse or harassment, to help maintain his maximum state of health and, if necessary, cope with death.

Expect personnel who care for the patient to be friendly, considerate, and respectful and qualified through education and experience and perform the services for which they are responsible with the highest quality of service.

Expect full recognition of individuality, including privacy in treatment and in care. In addition, all communications and records will be kept confidential.

Have access to an interpreter, at no cost, if you are not fluent in English.

Have access to auxiliary aids if you have an impairment that requires the use of these.

Complete information, to the extent known by the physician, regarding diagnosis, treatment and the prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.

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.

Be a participant in decisions regarding the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's designated representative or other legally designated person shall exercise the patient's rights.

Refuse treatment to the extent permitted by law and to be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuses treatment or not follows instructions of the physician or facility.

Be asked about and give approval or refuse to allow the taking of photos or videos except when a photo or video is needed for treatment purposes.

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 their-party payment contract.

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.

Have an advance directive, such as a living will or Healthcare proxy. A patient who has an advance directive must provide a copy to the facility and his or her physician so that his or her wishes may be known and honored

### *To express concern:*

- You or your family/guardian has the right to express dissatisfaction to any staff member about any aspects of the quality of care that has been provided without jeopardizing future care.

- Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- You may contact the Joint Commissions at (630) 792-5800 or <http://www.jointcommission.org> with any patient safety or quality of care concern.
- The State of Tennessee Health Facilities Director QI Unit-Patient Complaints  
665 Mainstream Drive 2<sup>nd</sup> Floor Nashville, TN 37243 Direct Phone:615-741-7534  
Website for the Office of the Medicare Beneficiary Ombudsman  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
- TennCare problems, either with receiving medical care or needing additional information for obtaining a TennCare Medical Appeal form, please ask the staff or contact TNCare Solutions P.O. Box 593, Nashville, TN 37202-0593. Phone: 1-800-878-3192; TTY/TDD: 1-800-772-7647. Espanola: 1-800-254-7568.
- Facility Administrator : Urocenter 80 Center Humphreys Center, Suite 310 Memphis , TN 38261 Phone 901-747-3370

*Additional Patient Responsibilities:*

You are encouraged to promote your own safety by becoming actively involved and informed in your care by:

- Reminding staff to check your ID band before medications are given, samples obtained or prior to an invasive procedure.
- Asking whether the care-gives wash their hands prior to giving care
- Remember to look for an identification badge to be worn by all UroCenter employees
- Asking questions and following the treatment plan recommended by your caregivers.
- Reporting whether you clearly understand the planned course of treatment and what is expected of you
- Be fully informed before any transfer to another facility or organization.
- Express those spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy for the patient.

Being considerate of other patients and personnel and for assisting in the control of noise, smoking, and other distractions and respect the property of others and the facility

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.

Observing prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeiting the right to care at the facility and being responsible for the outcome.

Promptly fulfilling his or her financial obligations to the facility.