

Rights and Responsibilities

We consider you a partner in your surgical care. When you are well-informed, participate in decisions and communicate openly with your doctors and other health professionals, you help make your care as effective as possible. University Orthopaedic Surgery Center (UOSC) encourages respect for the personal preferences and values of each individual.

Rights

While you are receiving services at UOSC, your rights include the following:

You have the right to considerate and respectful care, regardless of your disabilities, age, race, color, religion, sex, or national origin. This includes interpretive services and assistive devices when needed.

You have the right to appropriate pain assessment and management.

You have the right to be well-informed about your diagnosis, possible treatments, and likely outcome and to discuss this information with your doctor. You have the right to be addressed by your preferred name, to know the names and roles of people treating you, and to participate in the development of your plan of care. If you are unable to participate in decisions about your care, your designated representative or other legally designated person may act on your behalf.

You have the right to consent to or refuse a treatment, as permitted by law, throughout your stay. You have the right to refuse care from a provider or staff member and request another provider or staff member. If you refuse a recommended treatment, you are entitled to other appropriate care and services that the Center provides or transfer to another health care provider.

You have the right to have advance directives, such as an Advance Care Plan or Appointment of Healthcare Agent. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. In accordance with federal and state law, the Center is notifying you that if an adverse event occurs during your treatment, the medical team will initiate resuscitative or other stabilizing measures and will transfer you to an acute care facility for further treatment or evaluation. It is still important that you provide the Center with a copy of your Advance Directives, as it will be sent with you in the event of a transfer.

You have the right to privacy, safety, and security. The Center staff, your doctor, and others caring for you will protect your privacy, safety, and security as much as possible.

You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the Center releases records to others, such as insurers, it emphasizes that the records are confidential.

You have the right to review your medical records and to have the information explained, except when restricted by law.

You have the right to expect that the Center will give you necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you. In the event of a disaster, you may be evacuated to another facility. The facility will be selected based on your condition and the services available.

Responsibilities

You also have responsibilities as a patient:

This Center works to provide care efficiently and fairly to all patients and the community. You and your visitors are responsible for being respectful of the needs of other patients, staff, and the Center.

You have a responsibility to cooperate with staff efforts to assess and manage your pain as safely as possible.

You are responsible for providing information about your health, including past illnesses, hospital stays, and use of prescription and over-the-counter medicines, including vitamins and herbal supplements as well as any allergies or unanticipated reactions to these substances. You are responsible for asking questions when you do not understand information or instructions.

You have a responsibility to follow the treatment plan prescribed by your provider and to participate in your care.

If you believe you cannot follow through with your treatment, you are responsible for telling your doctor. You are responsible for providing a responsible adult to transport you home from the facility and to remain with you for 24 hours.

If you have a written advance directive, you should provide a copy to the Center, your family, and your doctor. You are responsible to think about your wishes for care at the end of life and to communicate your wishes to your family as well as to caregivers.

You have a responsibility to accept those intrusions on your privacy that are necessary for providing care. You have a responsibility to respect the privacy and security of others. You are responsible for securing your own valuables.

You have a responsibility to be open and honest with caregivers. You have a responsibility to give permission for release of your records when this is necessary for coordinating your care or for arranging payment.

It is your responsibility to ask questions about anything you do not understand.

You have a responsibility to make reasonable requests for service.

You shall accept personal financial responsibility for any charges not covered by insurance.

An Ambulatory Surgical Center (ASC) serves many purposes. ASCs work to improve people's health; treat people with injury and disease; educate doctors, health professionals, patients and community members; and improve understanding of health and disease in a cost effective, convenient environment. In carrying out these activities, UOSC works to respect your values and dignity.

Satisfaction Survey

All patients are invited to complete a satisfaction survey. The survey provides feedback on how we may improve our processes. You will be asked on admission to give an e-mail address or will be given a paper copy. We utilize an independent program for the survey (your e-mail address will be confidential).

You may file a formal grievance or express a concern by contacting the Executive Director at the following address.

UOSC
Attention: Executive Director
1600 Accelerator Way
Suite 100
Knoxville, TN 37920

Other resources for addressing concerns include:

The Accreditation Association for Ambulatory Healthcare

5250 Old Orchard Road, Suite 200
Skokie, IL 60077
Phone: 1-847-853-6060. Website: www.aaahc.org

The Tennessee Department of Health, Division of Health Care Facilities

Centralized Complaint Intake Unit
665 Mainstream Drive, Second Floor
Nashville, TN 37243
Phone: 1-877-287-0010 (Monday through Friday from 8 a.m. to 4:30 p.m.).

The Medicare Beneficiary Ombudsman

Phone: 1- 800-633-4227 (TTY 1-877-486-2048)
Website: www.medicare.gov/ombudsman/resources.

TennCare Solutions Unit

P.O. Box 593
Nashville, TN 37202-0593
Phone: 1-800-878-3192 (TTY/TDD: 1-800-772-7647). Espanola: 1-800-254-7568.

Smoking Policy

UOSC is a non-smoking facility and Cherokee Farms Campus is a smoke free campus.

