

Our mission is to care for every patient and their family as if they were our own.

Each patient, each family, each and every time.

Patient's Rights and Responsibilities

Patients have the right to be treated with respect, consideration and dignity. They should expect personnel who care for them to be friendly, considerate, respectful and qualified through education and experience, as well as perform the services for which they are responsible with the highest quality of services.

Patients have the right to receive access to equal medical treatment and accommodations regardless of race, creed, national origin, religion or sources of payment for care.

Patients have the right to express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.

Patients shall expect the facility to agree to comply with Federal Civil Rights Laws that assure it will provide interpretation for individuals who are not proficient in English.

Patients are provided appropriate privacy.

Patient disclosures and records are treated with confidentiality and patients are given the opportunity to approve or refuse their release, except when release is required by law.

Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis before it is performed. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or 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 may refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal. The patient accepts responsibility for his or her actions including refusal of treatment or not following the instructions of the physician or facility.

Patients may exercise his or her rights without being subjected to discrimination or reprisal.

Patients have the right to change providers if other qualified providers are available.

Patients have the right to exercise an Advance Directive.

Patients have the right to be informed of services available at the facility, provision for after-hours and emergency care, fees for service, payment policies, and the credentials of healthcare professionals.

Patients have the right to be free of all forms of abuse and harassment.

Patients have the right for an assessment and regular assessment of pain. Education will be provided for patients and families, when appropriate, regarding their roles in managing pain.

The patient has the responsibility to provide complete and accurate information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements, and any allergies and sensitivities.

The patient has the responsibility to follow the treatment plan prescribed by his/her provider and to participate in his/her care.

The patient has the responsibility to provide a responsible adult to transport him/her home from the facility and remain with him/her for twenty-four (24) hours, if required by his/her provider.

The patient has the responsibility to inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.

The patient has the responsibility to accept personal financial responsibility for any charges not covered by his/her insurance.

The patient has the responsibility to protect the confidentiality of our patients and employees. The taking of photographs or the recording of conversations using cell phones, cameras or similar devices in patient care areas is strictly prohibited.

The patient has the responsibility to be respectful of all health care professionals and staff, as well as other patients.

Patients are informed about procedures for expressing suggestions, complaints, grievances, including those required by state and federal regulations. The patients' health information is handled with privacy and security.

If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on patient's behalf.

If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patients' right to the extent allowed by State law.

Advance Directives

All patients have the right to participate in their own health care decisions and to make Advance Directives or execute Powers of Attorney that authorize other to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. Surgery Center at Saint Francis respects and upholds those rights.

Our team is dedicated to delivering the highest quality care in a safe environment that places the patient at the center of our care. We respect your rights to participate in make decisions regarding your care and self-determination and will carefully consider your requests. After careful consideration and reviewing the applicable state regulation, the leadership of the facility has established a policy to initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. The majority of procedures performed at the Surgery Center at Saint Francis are considered to be of minimal risk, hence the risk of you needing such measures are highly unlikely. At the acute care hospital, further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, advance directive, or health care power of attorney.

You have the option of proceeding with care at our facility or having the procedure at another location that may not set the same limitations. Having been fully informed of our Statement of Limitations, you choose to proceed with your procedure at the Surgery Center at Saint Francis.

Grievances

An opportunity for you, your family, or a legally appointed representative to express any concerns about your care, with the assurance that any expressed concerns will not interfere with present or future care. The Surgery Center Administrator will assist you with the review and when possible, the resolution of these concerns:

Surgery Center at Saint Francis: 901-818-1080

Division of Health Care Facilities: 1-877-287-0010

Centralized Complaint Intake Unit

665 Mainstream Drive, Second Floor

Nashville TN 37243

Medicare beneficiaries may receive information regarding their options under Medicare and their rights and protections by visiting the website for the Office of the Medicare Beneficiary Ombudsman at: www.cms.hhs.gov/center/ombudsman.asp

Accreditation Association of Ambulatory Health Care Inc.: 847-953-6060