



Patient Rights and Responsibilities

As a patient of Advanced Family Surgery Center, you can expect to be treated individually and with the respect that you deserve. You have the right to:

- Receive treatment without discrimination on the basis of race, color, national origin, age, disability, or sex.
- Receive respectful and considerate care in a clean and safe environment.
- Understand your procedure, the process and implications.
- Receive all the information you need to make informed decisions about your care.
- Receive complete information about your diagnosis, planned treatment and prognosis.
- Participate in all decisions regarding your care.
- Receive private, confidential care of all information regarding your health and the records of your care.
- Approve or refuse the release of your medical records except when required by law.
- Know fees for service and the billing process.
- Refuse treatment and receive information on how your refusal can affect your health.
- Assure safe use of equipment by trained personnel.
- Change primary or specialty physicians if you so choose.
- Receive assessment of pain by trained personnel and have that pain treated efficiently.
- Ask your healthcare provider to wash their hands.
- Request the qualifications and credentials of healthcare professionals.

- Complain without fear of retribution about the care and service you receive. To file a formal complaint, you may contact the Division of Health Care Facilities. The toll-free number is 1-877-287-0010.
- For more information about patient rights, and filing an appeal, visit [the Centers for Medicare & Medicaid Services website](#).
- Advanced Family Surgery Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
- Advanced Family Surgery Center بقوانين الحقوق المدنية الفدرالية المعمول بها ولا يميز على أساس العرق أو اللون أو يلتزم الأصل الوطني أو السن أو الإعاقة أو الجنس.
- ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 865-835-5000.
- ملحوظة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (865) 835-5000 هاتف الصم والبكم.
- Advanced Family Surgery Center contact: Jill Winchester, RN, BS, Administrative Director, 865-835-5000.

In turn, as a patient of Advanced Family Surgery Center it's your responsibility to:

- Be respectful of all the healthcare providers and staff, as well as other patients.
- Provide accurate past and present medical histories, complaints, illness, hospitalizations, and surgeries.
- Accurately answer the pre-screening questionnaire and/or report any sudden changes in your health.
- Provide a list of current medications, including over-the-counter products, allergies, or sensitivities and dietary supplements.
- Inform the staff of your advance directives, POST, or power of attorney.
- Assure your financial obligations to the center for healthcare services rendered are paid efficiently.
- Accept responsibility for your outcome if you refuse treatment or procedure.
- Accept or understand the instructions given by the physician or staff. Follow the treatment plan prescribed by your provider.
- Keep your appointments or notify the center if you anticipate that your treatment will be delayed.
- Ensure the security of your own valuables.
- Provide a responsible adult to transport you home from the facility and have someone remain with you for 24 hours if required by your provider.