

# Tennessee Valley Eye Center

## Patient Rights and Responsibilities

Tennessee Valley Eye Center provides ophthalmology surgery services. To promote patient safety, we encourage you to speak openly with your healthcare team, be well-informed, and take part in care decisions and treatment choices. Join us as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.

### You or your designee have the right to:

#### Respectful and Safe Care

- Be given considerate, respectful and compassionate care.
- Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical, or sexual).
- Know the names, roles, and credentials of your health care team.
- Have your culture and personal values, beliefs and wishes respected.
- Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, disability, religion, ethnicity, or language.
- Be given a list of protective services, when needed to protect your right to be free from abuse or neglect.
- Ask for an estimate of charges before care is provided.

#### Effective Communication and Participation in Your Care

- Get information in a way you can understand. This includes sign language and foreign language interpretation.
- Get information from your doctor/provider about:
  - Your diagnosis
  - Outcomes of care
  - Unanticipated outcomes of care
  - Instructions for your care after surgery
- Be involved in your plan of care/treatment.
- Involve your family in decisions about care.
- Ask questions and get a timely response.
- Have your pain assessed and addressed.
- Refuse care.

#### Understand Facility Ownership

- Select a different healthcare facility for your care.
- Understand that your physician may have an ownership interest in this facility.

#### Informed Consent

- Give permission (informed consent) before any non-emergency care for procedures requiring informed consent, including risks and benefits of the proposed treatment and alternatives to the proposed treatment.
- Agree or refuse to be part of a research study without affecting your care.
- Agree or refuse to allow pictures or video for purposes other than your care.

#### Privacy and Confidentiality

- Have privacy and confidential treatment and communication about your care.
- Be given a copy of our HIPAA Practices

#### Advance Directives

- Provide your care team with your Advance Directives.
- In the event of an emergency, we will transfer you to another healthcare facility. Your advance directives will be provided to the receiving facility.

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### You or your designee have the right to:

#### Complaints and Grievances

- Complain and have your complaint reviewed without affecting your care or being subjected to discrimination or reprisal. If you have a problem or complaint, you may talk to your doctor, the TVEC administrator, a nurse manager or department manager.
- To reach us directly with a complaint:  
Tennessee Valley Eye Center  
865-251-0338  
OR  
If your issue is not resolved to your satisfaction, other external groups you may contact include:
- State Agency:  
TN Dept of Health Division of Healthcare Facilities  
Centralized Complaint Intake Unit  
227 French Landing, Suite 501  
Heritage Place MetroCenter  
Nashville, TN 37243  
[www.TNanytime.org/residents/consumer.html](http://www.TNanytime.org/residents/consumer.html)
- Accreditation Agency:  
Accreditation Association for Ambulatory Healthcare  
5250 Old Orchard Rd., Suite 200  
Skokie, IL 60077  
847-853-6060
- To report discrimination concerns:  
US Department of Health and Human Services  
Office of Civil Rights  
200 Independence Ave. SW, Room 509F  
Washington, DC 20201  
800-368-1019
- To address Medicare concerns, contact the Medicare Ombudsman:  
800-633-4227  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

### You have the responsibility to:

- Provide accurate and complete information about your health, address, phone number, date of birth, insurance carrier and employer.
- Provide a responsible adult to stay with you during your surgery and make sure you return home safely.
- Notify us if you cannot keep your appointment.
- Be respectful of your healthcare team, including the doctors, nurses, technicians, and support staff.
- Be considerate in language and conduct of other people and property, including others' privacy.
- Be in control of your behavior if you are feeling angry.
- Provide us with a copy of your advance directive, if you have one.
- Ask questions if there is anything you do not understand.
- Report unexpected changes in your health.
- Take responsibility for your care and follow post-surgical instructions.
- Understand the consequences for refusing care.
- Leave valuables at home. We cannot take responsibility for valuables brought with you to TVEC.
- Keep all information about staff and other patients private.
- Do not use cellphones or other devices to take pictures, videos or recordings without permission from staff.
- Submit payments in a timely manner or contact us to discuss your financial obligations.