

## **Patients' Rights and Responsibilities**

Ear, Nose & Throat Specialists of Nashville, and Pro Audiology of Nashville believe patients' rights are of primary importance for proper and complete health care delivery. Each patient receiving service at our facility shall have the following rights:

- Treated with courtesy, consideration, respect and recognition of your dignity and individuality and the right to privacy, including but not limited to, auditory and visual privacy and medical record information.
- To not be discriminated against because of age, race religion, sex, nationality, or deprived of any constitutional, civil, and/or legal rights.
- To be informed of these rights and explained these rights in terms you can understand, language you understand, and in a culturally sensitive way.
- To be informed of services available in the facility, of names, of professional status/credentials/insurance of the personnel providing and/or responsible for his/her care, and of fees and related charges, including payment, fee, deposit and refund policy of the facility and any charges for service not covered by sources of third party payment or not covered by the facility's basic rate.
- You also shall have a right to change physicians, refuse or allow their participation in his/her treatment.
- To receive from your physician(s) or clinical practitioner(s), in understandable terms, language you understand, and in a culturally-sensitive way, an explanation of your complete medical/health condition or diagnosis, evaluation, recommended treatment, options (including the option of no treatment), risk(s) of treatment and expected result(s). If this information would be detrimental to your health, or if you are not capable of understanding the information, the explanation shall be provided to your next kin or guardian. This release of information to the next of kin or guardian, along with the reason for not information the patient directly, shall be documented in your medical record.
- To participate in the planning of your treatment and to refuse medication and treatment. Such refusal shall be documented in your medical record.
- You may refuse or choose to participate in experimental research, including the investigation of new drugs and medical devices.
- To voice and receive a verbal/written response to grievances or recommended changes in policies and services to facility personnel, the governing authority and/or outside representatives of his/her choice, either individually or as a group, and free from restraint, interference, coercion, discrimination or reprisal.
- To be free from mental and physical abuse, free from exploitation and free from use of restraints, unless they are authorized by physician for a limited period of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patients or for the convenience of facility personnel.
- To confidential treatment of information about any patient. Information in the patient's medical record shall not be released to anyone outside the facility without his/her approval, unless another healthcare facility to which he/she was transferred requires the information; or unless the information is required and permitted by law, a third-party contract or a peer review; or unless the information is needed by the Tennessee State Department of Health for statutorily authorized purposes.
- To request information regarding services available at our facility, provisions for after-hours and emergency care and advanced directives living will.
- To receive information about fees for services and payment policies.

### **PATIENT'S RESPONSIBILITIES:**

Each patient receiving service at our facility shall have the following responsibilities:

- To give us complete and detailed information regarding your past and present medical surgical conditions.
- To inform us of any and all drugs/herbal supplements taken, either prescription or non-prescription.
- To assume complete responsibility for payment of services provided.
- Patients are responsible for medical and related consequences resulting from the refusal of treatment or from not following instructions of physicians and/or Facility's personnel.
- To be considerate of the assets and employees of the Facility.
- You must have a responsible escort/driver if receiving anesthesia other than local anesthesia.

The office of Medicare Ombudsman (OMO) helps people with Medicare complaints, grievances, and information requests. If you feel that your rights as a patient have been violated, you may file a grievance at the following sites:

### **CONTACT INFORMATION:**

MEDICARE: 1800 Center Street  
Camp Hill, PA 1089-0413  
1-800 MEDICARE

MEDICAID: PO BOX 1465  
ATTENTION: WRITTEN INQUIRY  
Nashville, TN 37247

1-800-776-6334

Division of Health Facilities Evaluation and Licensing

Tennessee State Department of Health

Cordell Hull Building

425 5th Avenue North

Nashville, TN

1-800-792-9770

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

If you have questions, would like additional information, or want to report a problem regarding the handling of your healthcare information, you may contact our Corporate Compliance Officer.

Ear, Nose & Throat Specialists of Nashville

Attn: Compliance Officer

341 Wallace Road Suite D

Nashville, TN 37211

Telephone #: 615-832-2200

FAX #: 615-832-2020

Additionally, if you believe your privacy rights have been violated, you may file a written complaint at our facility. You may also file a complaint with the Secretary of Health and Human Services at:

U.S. Department of Health and Human Services Office of Civil Rights

200 Independence Avenue, SW

Room 515F HHH Bldg.

Washington, D.C. 20201

Internet Site: [www.hhs.gov/ocr](http://www.hhs.gov/ocr)

Or at the OCR Regional Office for Tennessee at:

U.S. Department of Health and Human Services

Office of Civil Rights

Atlanta Federal Center, Suite 3B70

61 Forsyth Street

SW Atlanta, GA 30303-8909

· We cannot, and will not, require you to waive the right to file a complaint with the Secretary of Health and Human Services (HHS) as a condition of receiving treatment from the office.

· We cannot, and will not, retaliate against you for filing a complaint with the Secretary of Health and Human Services.