



Tennessee  
**UROLOGY®**

**UROLOGIC SURGERY  
CENTER KNOXVILLE**

**IMPORTANT PATIENT INFORMATION**

# Your Rights as a Patient

## You have a right to:

### **Non-Discrimination**

- Our services are provided without regard to age, race, color, sex, sexual orientation, marital status, national origin, cultural, economic, educational, religious background or the source of payment for care.

### **Personal Privacy**

- You have the right to have information concerning your care kept confidential, including your medical records and any case discussions or consultations.
- You have the right to receive privacy, respect, dignity and comfort during examinations, activities concerning personal hygiene, and discussions regarding the patient's health status or healthcare, and any other appropriate situations.

### **Receive Information and Direct Your Treatment**

- You have the right, in advance of your procedure, to information regarding Tennessee law on Advance Directives and the Urologic Surgery Center of Knoxville's (Center) Advance Directives policy.
- You have the right to make decisions regarding your care, or to designate someone to make decisions on your behalf if you are unable to do so.
- You have the right to information to assist you in making an informed decision regarding your care – a description of your procedure or treatment, the medically significant risks involved, and alternate courses of treatment (if any) or non-treatment and the risks involved in each.

- You have the right to know the name of the person(s) who will perform the procedure or treatment.
- You have the right to change your provider if other quality providers are available.
- You have the right to have your pain assessed and managed.
- You have the right to refuse care.
- You have the right to refuse to participate in experimental treatment.
- You have the right to leave the Center, even against the advice of your treating physician.

### **Safety/Respect**

- You have the right to receive care in a safe setting.
- You will be treated with consideration, respect and dignity.
- You will be free from all forms of abuse or harassment while at the Center for care.

### **Understand Your Bill**

- You will be informed of the Center's charges for services and billing practices, and if applicable, the availability of free or reduced-cost care.
- You will receive a copy of your account statement upon request.

### **File A Grievance**

- You have the right to voice a grievance regarding your care or treatment, free of discrimination or reprisal.

# To File a Grievance or Complaint

To make suggestions to our organization and/or to express grievances about any aspect of your experience with Urologic Surgery Center of Knoxville, please contact us at **865-276-2777** or write to:

**United Urology Group  
25 Crossroads Dr.  
Suite 306  
Owings Mills, MD**

Urologic Surgery Center of Knoxville is a Medicare-certified facility. You may also direct your grievance or concern to Medicare at:

**The Medicare Beneficiary Ombudsman**  
**<https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home.html>**  
**or by calling 1-800-MEDICARE**

You may also contact the Tennessee Department of Health at:

**Division of Health Care Facilities  
Centralized Complaint Intake Unit  
665 Mainstream Drive, Floor 2  
Nashville, TN 37243  
1-877-287-0010  
<https://www.tn.gov/health.html>**

You may also contact Accreditation Association for Ambulatory Health Care at:

**Accreditation Association for Ambulatory Health Care  
5250 Old Orchard Road, Suite 200  
Skokie, IL 60077  
847-853-6060 or [info@aaahc.org](mailto:info@aaahc.org)**

# Patient's Guide to Healthcare Decision Making



## Advance Directives

Please inform your physician and the Urologic Surgery Center of Knoxville about any Advance Directive you may have. The information regarding your Advance Directive is honored by the Center. Your Advance Directive is an important part of your medical record and will accompany you in the event of a transfer from the Center to another facility. Should a life-threatening emergency arise during anesthesia or surgery at the Center, we will undertake resuscitation. You will be stabilized and transferred to a hospital where the decision to continue or terminate emergency measures can be made by your physician and family.

If you (or your representative) do not wish resuscitation under such circumstances, Center staff will work with you to identify an alternative facility for your procedure that will comply with your wishes.

For your ease of reference, and in accordance with federal and state requirements, you will find attached to this correspondence an “Advance Directives Information Sheet” that provides general information on Advance Directives in the State of Tennessee. Additional information, developed by the Tennessee Department of Health, is available on the web at <https://www.tn.gov/health/health-program-areas/health-professional-boards/hcf-board/hcf-board/advance-directives.html>. Included on the website are forms that may be completed electronically and then printed to be signed and witnessed.

If you do not have computer access but wish additional information on an Advance Directive, including forms that can be used to prepare an Advance Directive, please ask our staff for a copy of the brochure, “Your Guide to Filing Advance Directives.” This brochure is also available at <https://theconversationproject.org/wp-content/uploads/2017/03/ConversationProject-ProxyKit-English.pdf>.



# Patient Responsibilities

## **As a Patient, you must:**

- Provide accurate and complete information concerning your present condition or complaints, past medical history, and other matters about your health.
- Discuss expectations regarding pain and pain management. Discuss pain relief options with your doctor and nurses. Ask for pain relief when pain first begins. Help the doctor and nurses assess your pain. Tell the doctor or nurse if your pain is not relieved and tell your doctor or nurse about any worries you have about taking pain medications.
- Let your doctor know if you do not understand your treatment, or if you do not understand what you need to do.
- Follow your treatment plan, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- Understand that you are responsible for the consequences of not following your doctor's orders.
- Notify the Center if you have special healthcare needs.
- Notify the Center if you have an advanced directive and present the advanced directive document to the Center on the day of your procedure. A copy will be placed in your medical records and presented to the hospital where you would be transferred in the event that a life threatening event arises.
- Keep your appointments and notify staff if you are prevented from doing so.
- Follow facility policies and procedures at all times.
- Be considerate of the rights of other patients and facility personnel.
- Be respectful of your property and that of others in the facility.
- Understand your insurance coverage and settle bills promptly.
- Provide a responsible adult to provide transportation home and to remain with him/her as directed by the provider as indicated on the discharge instructions.



Urologic Surgery Center of Knoxville offers patients high-quality care in a comfortable, private setting with

surgical staff that includes urologists, radiation oncologists, specialty-trained nurses and board-certified anesthesiologists. Our facilities can accommodate a variety of procedures requiring local, sedation or general anesthesia. We strive for the highest quality of care and our ambulatory surgery centers are accredited by both Medicare and the Accreditation Association for Ambulatory Health Care (AAAHC), which measures the quality of care and patient safety.

We perform many types of surgeries in our outpatient surgical centers, such as brachytherapy for prostate cancer, cystoscopy, prostate biopsy, vasectomy, hydrocelectomy, spermatocelectomy, varicocelectomy, circumcision, penile prostheses, artificial sphincters, pelvic slings, ureteroscopies, minimally invasive surgeries for BPH, microsurgery such as vasectomy reversal, and ESWL (extracorporeal shockwave lithotripsy for kidney stones).

Our goal is to provide compassionate, ethical surgical care in a comfortable and supportive environment.

Tennessee Urology is one of the premier urology practices in the state. Our physicians are specialists in diagnosing and treating all types of urological conditions for men and women. If you require evaluation and treatment for a urologic condition, Tennessee Urology will strive to deliver a superior experience that is focused on you.

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