



PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of the PCET Surgery Center, LLC, you can expect to be treated individually and with the respect you deserve. You have the RIGHT to...

- Know that James J. Choo, MD NPI# 1396935227 is the owner of the PCET Surgery Center, LLC.
- Receive treatment without discrimination as to sex, age, race, color, religion, national origin, disability, sexual orientation or payment source.
- Know that PCET Surgery does honor *Advance Directives* also known as a "*Living Will*". However, regarding the withholding of life saving measures while receiving care at this facility, PCET Surgery Center will provide all necessary measures of rescue should a medical emergency arise to include hospital transfer.
- Be informed of your rights prior to your procedure.
- Understand your procedure, the process and implications. Receive complete information about your diagnosis and prognosis.
- Refuse treatment and receive information on how your refusal can affect your health.
- Change your healthcare provider or physician.
- Know the names of your healthcare providers.
- Privacy regarding your medical care. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
- Privacy regarding your Medical records except as otherwise provided by law or third party contractual agreements.
- Care without any forms of abuse or harassment. Participate in all decisions regarding your care.
- Request an interpreter if needed.
- Expect emergency procedures to be implemented without unnecessary delay.
- Receive quality care by competent healthcare providers.
- Know fees for service(s) provided and to examine and receive an explanation of your bill upon request.

Complain without fear of retribution about the care you receive. You may contact our Administrator, Amy Linkes, RN 865-934-2577, or you may send a written complaint or grievance to the following address:

PCET Surgery Center·1540 Member Ln· Suite 110·Knoxville, TN 37909

To file a formal complaint, you may contact the Division of Health Care Facilities Complaint Hotline at 1-877-287-0010 .If you are a Medicare beneficiary, you may contact the Centers for Medicare and Medicaid Services. Their website is: <http://www.cms.hhs.gov>

In turn, as a patient of the PCET Surgery Center, LLC it is your RESPONSIBILITY to...

- Be respectful of all the healthcare providers and staff, as well as, other patient and visitors. Be considerate in the control of noise, limiting the number of visitors and to refrain from smoking on the premises or by the doorways.
- Provide to the best of your knowledge accurate and complete information about present complaints, past illnesses, hospitalizations, and other matters which relate to your health.
- Provide an accurate list of your medications, including over-the-counter products, allergies and any adverse reactions, and any dietary supplements.
- Inform our staff if there is a possibility that you could be pregnant.
- Follow the rules and policies of the PCET Surgery Center.
- Inform our staff of any pertinent legal documents affecting your care or consent such as a Durable Power of Attorney or an Advance Directive. If you have documents such as these, you need to provide our staff with a legible and executed copy.
- Accept responsibility for your outcome if you do not follow your healthcare provider(s) treatment plan.
- Ensure the security of your own valuables. PCET Surgery Center, LLC will not be responsible for any valuables you may bring with you the day of your procedure.
- Ensure that your financial obligations are met as promptly as possible for your required copays and/or deductibles.
- Provide a responsible driver with a valid driver's license to transport you home from the facility and have someone remain with you for 24 hours after your procedure.