



**RIGHTS OF THE PATIENT:**

- A patient has the right to respectful care given by competent personnel.
- A patient has the right, upon request, to be given the name of his attending practitioner, the names of all other practitioners directly participating in his care and the names and functions of other health care persons having direct contact with the patient.
- A patient has the right to consideration of privacy concerning his own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
- A patient has the right to have records pertaining to his medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
- A patient has the right to know what ASF rules and regulations apply to his conduct as a patient.
- The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- The patient has the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his behalf to the responsible person.
- Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure. Informed consent is defined in Section 103 of the Health Care Services Malpractice Act (40 P. S. § 1301.103).
- A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program, and the patient, or responsible person, shall give informed consent prior to actual participation in the program.
- A patient, or responsible person, may refuse to continue in a program to which he has previously given informed consent.
- A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
- The patient who does not speak English shall have access, where possible, to an interpreter.
- The ASF shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
- The patient has the right to expect good management techniques to be implemented within the ASF. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
- When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
- The patient has the right to examine and receive a detailed explanation of his bill.
- A patient has the right to expect that the ASF will provide information for continuing health care requirements following discharge and the means for meeting them.
- A patient has the right to be informed of his rights at the time of admission.
- Every patient has the right to courtesy, respect, dignity, personal privacy, and responsiveness to his/her needs. These rights are regardless of age, race, sex, nationality, religion, cultural or physical handicap, and personal value and beliefs.
- Every patient has the right to receive information in a manner he/she understands.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his social, religious, and psychological well-being.
- Every patient has the right to confidentiality.
- Every patient has the right to approve or refuse the release of medical information to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
- Every patient has the right to receive care in a safe setting.
- Every patient has the right to have access, request an amendment to and obtain information on disclosures of his or her health information in accordance with law and regulation.
- Every patient has the right to involve their family in care, treatment, services, and decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
- Every patient has the right to express grievances or complaints without fear of reprisals and expect they will be fully investigated.
- Every patient is provided complete information regarding diagnosis, treatment, and prognosis, alternative treatments or procedures and the possible risks, expected outcomes, and side effects associated with treatment before it is performed. In accordance, the patient has the right to give or withhold informed consent.
- Every patient has the right to make decisions regarding health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment.
- Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care. Every patient has the right to appropriate treatment and care including assessment and management of pain.
- Every patient has the right to understand facility charges. Every patient has the right to an explanation of all facility charges related to his/her health care and to be informed of services that are available and the charges for services not covered by third-party payors.
- Every patient has the right to be free from all forms of abuse or harassment. Every patient has the right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his/her care.
- Every patient has the right to make Advance Directives or to execute Powers of Attorney.
- The Vascular Center of Hot Springs Policy on Advanced Directives is made available to all patients.

**RESPONSIBILITIES OF THE PATIENT:**

- Patients are responsible to be honest and direct about matters that relate to them, including answering questions honestly and completely.
- Patients are responsible to provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advanced directive, medication, and other pertinent data.
- Patients agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference or handicap, or national origin.
- Patients are responsible for assuring that the financial obligations for health care rendered are paid in a timely manner.
- Patients are responsible to sign required consents and releases as needed. Patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or Pinnacle Vascular Solutions employees. Patients are responsible for keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify Pinnacle Vascular Solutions as soon as possible.
- Patients are responsible to provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Patients are responsible for the disposition of their valuables, as Pinnacle Vascular Solutions does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of Pinnacle Vascular Solutions .
- Patients are to observe any patient safety concerns and no smoking regulations.

**ADVANCE DIRECTIVE NOTIFICATION:**

- All patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. Pinnacle Vascular Solutions respects and upholds those rights.
- Our team is dedicated to delivering the highest quality care in a safe environment that places the patient at the center of our care. We respect your rights to participate in making decisions regarding your care and self-determination and will carefully consider your requests. After careful consideration and reviewing the applicable state regulation, the leadership of the facility has established a policy to initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. The majority of procedures performed at Pinnacle Vascular Solutions are considered to be of minimal risk, hence the risk of you needing such measures are highly unlikely. At the acute care hospital, further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, advance directive, or health care power of attorney.
- You have the option of proceeding with care at our facility or having the procedure at another location that may not set the same limitations. Having been fully informed of our Statement of Limitations, you choose to proceed with your procedure at Pinnacle Vascular Solutions .
- If you wish to complete an Advance Directive, copies of the official State forms are available at our facility.
- If you do not agree with this facility's policy, we will be pleased to assist you in rescheduling your procedure.

**PATIENT COMPLAINT OR GRIEVANCE**

To report a complaint or grievance you can contact the facility Administrator by **phone** at or by mail at:

**Pinnacle Vascular Solutions**  
1330 Cedar Lane, Suite 300  
Tullahoma, TN 37388

**State: Tennessee Department of Human Services**  
505 Deaderick Street  
Nashville, TN 37243  
General Customer Assistance – 833-772-8347  
tn.gov

**Federal: Medicare beneficiaries may receive information regarding their options under Medicare and their rights and protections by visiting the website for the Office of the Medicare Beneficiary Ombudsman at:**

- <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>
- <https://www.medicare.gov/claims-appeals/how-to-file-a-complaint-grievance>
- <https://www.medicare.gov/basics/your-medicare-rights/get-help-with-your-rights-protections>

**PHYSICIAN FINANCIAL OWNERSHIP:**

We are required by Federal law to notify you that physicians have financial interests or ownership in this OBL. We are required by 42 C.F.R. § 416.50 to disclose this financial interest or ownership in writing prior to the surgical procedure. A list of physicians who have a financial interest in this OBL is listed below.

- Dinesh Gupta, MD
- Osama Ibrahim, MD