

Catalyst Health Solutions

Patient Rights and Responsibilities

As a Patient, You Have the Right to:

- To have access to the patient rights and responsibilities established by this facility;
- Be treated with respect, consideration and dignity;
- The right to effective communication;
- The right to be respected for your cultural and personal values, beliefs, and preferences;
- To be provided appropriate privacy;
- The right to be assisted by the facility in the exercise of their civil rights;
- The right to access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation;
- The right to receive care in a safe setting;
- The right to information in a manner tailored to the patient's age, language, and ability to understand;
- The facility provides interpreting and translation services;
- The facility communicates with the patient who has vision, speech, hearing, or cognitive impairments in a manner that fits the patient's need
- To be free from all forms of abuse or harassment
- To be fully informed about the individualized treatment plan
- To participate in the development of their individual program plans and to receive sufficient information about proposed and alternative interventions and program goals to enable them to participate effectively;
- To participate fully, or to refuse to participate, in community activities including cultural, education, religious, community services, vocational, and recreational activities;
- The organization respects the patient's right to receive care in a safe setting;
- The right to be free of any requirement by the facility that they perform services which are ordinarily performed by facility staff;
- Appropriate information regarding the absence of malpractice insurance coverage.
- If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf;
- If a state court has not adjudged a patient incompetent, any legal representative designated by the patient, in accordance with the state law, may exercise the patients' rights to the extent allowed by state law;
- To see posted written notice of the patient rights in a place or places within the FACILITY likely to be noticed by patients (or their representative, if applicable) waiting for treatment.
- Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or a legally authorized person.
- Patients are informed of their right to change their provider if other qualified providers are available.
- Patients are given the opportunity to participate in decisions involving their healthcare, treatment, or services, except when such participation is contraindicated for medical reasons.
- The facility involves the patient's family in care, treatment, or services decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
- The facility provides the patient, or surrogate decision-maker, with the information about the outcomes of care, treatment, or services that the patient needs in order to participate in current and future health care decisions.
- The facility informs the patient, or surrogate decision-maker, about unanticipated outcomes of care, treatment.
- Marketing or advertising regarding the competence and capabilities of the organizations is not misleading to patients.
- Patients are informed about procedures for expressing suggestions, complaints, and grievances, including those required by state and federal regulation. The patient has the right to voice grievances regarding treatment or care that is (or fails to be) furnished.
- The patient has the right to exercise his or her rights without being subject to coercion, discrimination, reprisal, or interruption of care that could adversely affect the patient.

Advance Notice Rights:

- The patient has the right to receive verbal and written notice in advance of the date of the appointment, in a language and manner that the patient or the patient's representative understands regarding. The facility gives brochures to each patient being admitted with the facility's written policies.
- Patient Rights and Responsibilities;
- Patient Grievance Procedure: Patients are informed about procedures for expressing suggestions, complaints, and grievances, including those required by state and federal regulations.

The Patient Has the Right to Information Concerning:

- Patient rights, conduct and responsibilities;
- Services available at the organization;
- Provisions for after hour emergency care;
- Fee for services;
- Payment policies;
- Patient's right to refuse participation in experimental research;
- The credentials of health care professionals;

Patient Responsibilities

Prior to receiving care, patients are informed of their responsibilities. These responsibilities require the patient to:

- Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over the counter products and dietary supplements and any allergies or sensitivities;
- Follow the treatment plan prescribed by his/her provider;
- Accept personal financial responsibility for any charges not covered by his/her insurance;
- Be respectful of all the health care providers and staff, as well as other patients.

Patient are not required to participate in the following:

- Public speaking
- Public gatherings
- Photographs
- Media Outlets
- Social media engagement
- Cellular calls, text messaging, or e-mail communication unrelated to healthcare services

Grievance Procedure

- The facility strives to provide quality care and achieve patient satisfaction. Patient grievances or complaints provide a means to measure achievement of this goal and to identify need for performance improvement. Patients shall be provided with a means to register a complaint concerning any aspect of the service/care provided by the facility.
- In the event, a grievance is filed, patient's have the right to continue treatment without fear of retaliation or inadequate treatment.
- Any patient may express his/her concerns by a simple informal complaint. Such a complaint may be registered by telephone, in writing or in person to any member of the facility staff. All complaints received by the facility personnel shall be forwarded to the Facility director or his/her designee the same day.
- The Facility director or his/her designee will attempt to address and resolve the concern by telephone in person within three (3) days.
- If subsequent to this contact by the facility, the patient continues to have a concern, the patient may submit the complaint or grievance in writing to the Medical Director. The Medical Director will consider the submitted grievance and may request additional information or documentation.
- Once the collection of relevant information for the grievance is determined to be complete, the Medical Director will respond to the grievance in writing within thirty (30) days. If the Medical Director is not able to make a determination within this thirty (30) day period, he/she will notify the patient in writing regarding the status of his/her grievance.

To report a concern:

Timothy S. Smyth, MD
Medical Director
1018 Chase Dr.
Johnson City, TN. 37604
P: 423-282-3379

Jerome J. Cohan, MSN
Facility Director
1018 Chase Dr.
Johnson City, TN. 37604
P: 423-282-3379

Complaints against the physician and/or clinical staff:

Board of Medical Examiners
227 French Landing, Suite 300
Nashville, TN 37243
P: 1-800-778-4123

Tennessee Department of Mental Health and Substance Abuse Services
East Tennessee Regional Office of Licensure
520 West Summit Hill Drive, Suite 502, Knoxville, TN. 37902
P: 1-866-777-1250

Tennessee Department of Health
Office of Investigations
27 French Landing, Suite 201
Nashville, TN 37243
P: 1-800-852-2187