

VERDE COMMUNITY HEALTHCARE

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

1. The patient has the right to considerate and respectful care.
2. The patient has the right to obtain from his/her provider complete current information concerning his/her diagnosis, treatment and prognosis in terms that can be reasonably expected to understand. When it is not advisable to give such information to the patient, the information should be made available to an appropriate person on his/her behalf. The patient has the right to know, by name, the provider responsible for coordinating his/her care.
3. The patient has the right to receive from his/her provider information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, much information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of the incapacitation. Where medically significant alternatives for care of treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient has the right to know the name of the person responsible for the procedures and/or treatment.
4. The patient has the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of his/her actions.
5. The patient has the right to every consideration of his/her privacy concerning his/her own medical care program. Case discussion, consultation, examination, and his/her own medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in his/her care must have the permission of the patient to be present.
6. The patient has the right to expect that all communications and records pertaining to his/her care could be treated as confidential. Communications in the language and/or manner primarily used by the patient will be offered free of charge.
7. The patient has the right to obtain information as to any relationship of the rural health to other health care and education institutions insofar as his/her care is concerned. The patient has the right to obtain information to the existence of any professional relationships among any individuals by name which are treating him/her.
8. The patient has the right to be advised if the clinic proposed to engage in or perform human experimentation affecting his/her care of treatment. The patient has the right to refuse to participate in such research projects.
9. The patient has the right to expect reasonable continuity of care. He/she has the right to know in advance what appointment times and providers are available and where. The patient has the right to expect that the clinic will provide a mechanism whereby he/she is informed by his/her provider or delegate of the provider of the patient's continuing health care requirements following discharge.
10. The patient has the right to examine and receive an explanation of his/her bill regardless of source of payment.
11. The patient has the right to know what clinic rules and regulations apply to his/her conduct as a patient.
12. The patient has right to change primary and specialty care providers if other qualified providers are available.
13. The patient will be provided health care services without regard to race, color, national origin, disability, sex, gender identity, or age, as required by Federal Law.
14. The patient has the right to be free from all forms of abuse and harassment.

15. An Advance Directive is a general term that refers to your oral or written instructions about your future medical care in the event that you become unable to communicate those instructions. Should you have an Advance Directive, you may provide a copy for your record, but as a provider of outpatient services, if an adverse event occurs during your stay, based on reasons of conscience, all reasonable efforts will be taken to revive you, including resuscitative or other stabilizing measures, regardless of the contents of any advance directive/living will/health care proxy or instructions from a health care agent. For more information, please contact the surgery center. In the unlikely event that you are transferred to a hospital, your Advance Directive will accompany you.

PATIENT RESPONSIBILITIES

16. The patient is responsible for answering all medical questions truthfully to the best of their knowledge. The patient is responsible to read and understand all permits and/or consents they sign. If the patient does not understand, it is their responsibility to ask the nurse or provider for clarification.
17. The patient is responsible for reading carefully and following instructions they receive from the provider(s) and/or nurses. If the patient chooses not to follow instructions, they have the responsibility to notify their provider of this decision.
18. The patient is responsible for contacting his/her provider if he/she has any complications.
19. The patient is responsible to assure all payments for services rendered are in a timely basis and ultimate responsibility is his/hers, regardless of whatever insurance coverage he/she may have.
20. The patient is responsible for following the clinic rules and regulations affecting patient care.
21. The patient and his/her family have the right to present complaints concerning the quality of care either verbally or in writing to the clinic director, medical staff, or administration. Presentation of complaints will not serve to compromise a patient's future care.

If a patient would like to send a complaint, please direct call the business manager (928) 649-2600 or write:

**Business Manager
401 S. Calvary Way, Ste D,
Cottonwood, AZ 86326,**

22. The patient has the right to send a complaint to the appropriate authorities should he/she feel the care received was unsatisfactory:

Department of Health and Human Services

**150 N. 18th St.
Phoenix, AZ 85007
Phone: (602) 542-1025
FAX: (602) 542-0883**

23. Medicaid patients can also send a complaint to:

AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034

A Medicare patient has the right to send a complaint to the web site for the Medicare Beneficiary Ombudsman or call the Medicare Ombudsman:

1-800-Medicare (1-800-633-4227) TTY/TDD: 1-877-486-2048

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

24. A health institution has many functions to perform, including the prevention and treatment of disease, the education of both health professionals and patients, and the aspect of clinical research. All these activities must be conducted with an overriding concern for the patient, and, above all, the recognition of his/her dignity as a human being. Success in achieving this recognition assures success in the defense of the rights of patients.