



PATIENT RIGHTS & RESPONSIBILITIES POLICY & PROCEDURES

PURPOSE

To ensure high quality compassionate care provided in a respectful manner that fosters patient dignity and education. We recognize and respect patient rights which directly affect their care, to promote patient autonomy, dignity, and respect for personal values, beliefs, and care preference. This form is to ensure the patient, their families, or their designee, are aware of their rights and responsibilities.

We support and inform each patient of his/her rights and responsibilities. These rights are extended to each patient regardless of the patient's age, sex, race, creed, national origin, ethnic group, religion, economic, or cultural background or source of payment. These rights can be exercised on the patient's behalf by a parent or legal guardian if the patient is a minor, or if the patient lacks decision-making capacity or has been deemed legally incompetent.

PATIENT RIGHTS

The patient has the right to:

1. Medical care and services without discrimination based upon race, color, religion, sex, sexual preference, national origin, source of payment, or disability.
2. Care that is considerate and respectful of their personal values and beliefs and the right to express those values and beliefs which do not harm others.
3. Know the name and professional status of the provider, who has primary responsibility for their care, as well as non-providers involved in providing care.
4. Be informed about their responsibilities related to the care, treatment, and services.
5. Receive information in a manner tailored to the patient's age, language, and ability to understand. This information is to be relevant, current, and easily understood concerning diagnosis, treatment, and prognosis.
6. Be provided interpreting and translation services, as necessary.
7. Receive communication with the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.
8. Participate in making decisions about his or her care, treatment, and services.
9. Refuse (if he/she has decisional capacity) care, treatment, and services including leaving against medical advice and be respected of this decision.
10. Give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his or her care.
11. Address patient decisions about care, treatment, and services received at the end of life.



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12. Formulate advance directives and to have the clinical staff comply with these directives.
13. Be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse.
14. Be in an environment that preserves dignity and contributes to a positive self-image.
15. Confidentiality regarding his or her care and clinical records and the right to access information contained in his or her records within a reasonable time frame.
16. Be informed of unexpected as well as expected outcomes resulting from care provided.
17. Have his/her pain managed safely and effectively through ongoing assessment and timely responsive interventions and minimize the risks associated with pain treatment. Patients can expect to receive information about pain relief measures, as appropriate, and to be involved in decisions related to their pain management.
18. Receive quality care and clinical decisions regarding care based on health care needs, not financial incentives.
19. Obtain consultation with another provider at the patient's request and expense.
20. Obtain knowledge of any professional and/or business relationships that may exist between individuals, other organizations or health care services, or educational institutions involved in his/her care.
21. Receive referrals based on patient choice, after receiving information, including disclosure of any relationships that may exist.
22. The right to request and receive a detailed explanation of the clinical bill and to receive information and counseling on the availability of known financial resources for health care.
26. Receive respect for each child and adolescent as a unique individual and be involved in their care at an age/developmentally appropriate level with respect for the caretaking roll of a parent or guardian.
27. File a complaint and expect prompt referral to appropriate clinic administrative personnel for resolution. The patient also has the right to file a complaint with their insurance provider or the following state and federal advocacy and licensing groups.
 - Arizona Department of Health Services
(<https://app3.azdhs.gov/PROD-AZHSComplaint-UI>)
Medical Facilities Licensing
150 N. 18th Ave Suite 400
Phoenix, AZ 85007
602-364-3030



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- Arizona State Board of Nursing
(<https://www.azbn.gov/discipline-and-complaints/complaints>)
1740 W. Adams Street Suite 2000
Phoenix, AZ 85007
602-771-7800
- HHS Office of the Inspector General (Medicare Patients)
330 Independence Avenue, SW
Washington, DC 20201
202-619-1343 or 800-447-8477

PATIENT RESPONSIBILITIES

The care patients receive, and the results of treatment plans depend partially on the patient. Therefore, in addition to these rights patients have certain responsibilities. These responsibilities are presented to patients in the spirit of the mutual trust and respect needed for a therapeutic relationship. These responsibilities include, but are not limited to:

1. Providing accurate and complete information concerning the patient's present complaint, past medical history, and other matters pertaining to the patient's health.
2. Reporting any changes in the condition.
3. Asking questions if directions and/or procedures are not understood.
4. Actively participating in the management of pain, including asking questions regarding what to expect for pain and pain management, options available, and reporting when pain has not been relieved
5. Following the treatment plan prescribed by the provider, or honestly expressing why plan was not or will not be followed.
6. Keeping appointments and notifying the clinic when unable to do so.
7. Accountability for their own actions and acceptance of any consequences that may result if the patient chooses to refuse treatment or not to follow the provider's orders.
8. Ensuring that the patient's financial obligations for the care provided are fulfilled as promptly as possible.
9. Following the clinic's policies and procedures.
10. Being considerate of the rights of other patients, their family members, and clinical personnel.
11. Being respectful of the patient's own personal property and that of others in the clinic and the clinic itself.



APPROACH

1. A copy of the *Patient’s Rights and Responsibilities* is provided to patient or the patient’s surrogate at the time of intake to clinic or upon request at any time.
2. *Patient’s Right and Responsibilities* are posted throughout the clinic.
3. Patients or their surrogates are provided disease, treatment, and medication education materials as part of their treatment plan. Patients may request additional information at any time.
4. Patients have access to Healthwise.net via the Patient Portal of the EMR.
5. Information brochures regarding Advance Directives are located with patient education materials and available upon request.
6. Complaints & grievances are handled as described in the *Patient Complaint/Grievance Policy & Procedure*.

My signature below indicates I have read and understand and the *Patient Rights & Responsibilities* Policy of Desert Star Healthcare and I have had the opportunity to have any questions answered.

PATIENT

DATE

REPRESENTATIVE (if applicable)

DATE