

YOUR PATIENT RIGHTS/PRIVACY NOTICE

- You have the right to considerate and respectful care with attention to dignity, privacy, safety, and respect for your personal beliefs and values.
- You have the right to impartial and reasonable access to care and treatment regardless of age, sex, race, color, religion, national origin, disability or ethnicity.
- You have the right to be free from all forms of abuse and harassment.
- You have the right to receive care in a safe setting.
- You have the right to participate in ethical questions that arise in the course of your care. You have the right to formulate Advance Directives and to have the providers comply with and honor the Advance Directives.
- You have the right to an individualized treatment plan and the right to participate in the development and implementation of that plan. You have the right to be involved in decisions regarding your care provider.
- If care cannot be provided as you've requested, you will be informed, given an explanation, and provided with alternatives.
- You and your family have the right to present complaints (including those concerning safety and the quality of care) to management and to expect a response from our office that substantively addresses the complaint. Exercising this right will not compromise your future access to care. Calls can be made to 623 773 1161 to report safety or quality concerns.
- You have the right to file a grievance with office management in writing or by calling 623-773-1161 if you feel your rights have been violated.
- You have the right to make a formal complaint about the quality of our health care services to outside regulatory agencies.
 - The Arizona Department of Health Services can be accessed by calling 602-364-2536.
 - The Joint Commission can be accessed by calling 1-800-994-6610 or by emailing complaint@jointcommission.org.
 - Quality Improvement Organization / Health Services Advisory Group can be accessed by calling 602-264-6382 or by emailing www.hsag.com.
- You have the right to be informed of the risks, side effects, benefits, and alternatives regarding your treatment.
- You have the right to an interpreter if you are hearing impaired; with no additional cost to you.

- You have the right to continued professional supervision of care.
- You have the right to confidential treatment of your health information. Use and disclosure of your health information will be consistent with Medicare Notice of Privacy Practices unless you authorize additional uses or disclosures.
- You have the right to access information contained in your medical record within a reasonable amount of time.
You have the right to exclude any or all family members from participating in your Care.
- If competent, you may refuse treatment to the extent permitted by law. However, if your refusal prevents the provision of appropriate care, the relationship with you may be terminated with notice.
- You have the right to be free from the use of restraints or seclusion unless these are a necessary component of care.
- You have the right to information about pain, pain relief, and appropriate pain assessment and management by staff committed to pain prevention.

Your Responsibilities

- You are responsible for participating in your treatment plan and for letting those who treat you know if you think you can and will cooperate with treatment. You are responsible for following the treatment plan recommended by the treating physician and for your actions if you refuse to follow treatment.
- It is your responsibility to notify the treating physician or nurse of any changes or new occurrences related to your personal situation.
- It is your responsibility to notify the treating physician or nurse of any medications you have taken recently, as well as supplying the names of any professionals from whom you have been receiving care.
- You are responsible for answering questions as honestly and completely as possible.
- You are responsible for seeking explanations from any treatment member regarding questions you have about your care.
- It is your responsibility to be considerate of others and respect their privacy. It is your responsibility to be considerate of your health care providers.
- If you have an Advance Directive, it is your responsibility to provide a current copy.
- You are responsible for taking care of the financial obligations for your care as promptly as possible and for following the rules and regulations of this office relating to patient care and conduct