

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENTS' RIGHTS

Patients' rights will be exercised without regard to sex, culture, economic, educational or religious background or the source or payment for his or her care. Patients have a right to:

1. Considerate and respectful care.
2. Appropriate privacy.
3. Patient disclosures and records are treated confidentially, and, except when required by law, patients are given the opportunity to approve or refuse their release.
4. 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 to a legally authorized person.
5. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
6. Information is available to patients and staff regarding:
 - a. Patient rights
 - b. Patient conduct and responsibilities
 - c. Services available at the Surgery Center
 - d. Provisions for after-hour and emergency care
 - e. Fees for services
 - f. Payment policies
 - g. Patients' right to refuse to participate in experimental research
 - h. Advance directives, as required by state or federal law and regulations
 - i. Credentials of health care professionals
7. Be informed of Patient Responsibilities (see Patient Responsibilities).
8. Patients are informed of their right to change their provider if other qualified providers are available.
9. Representation of accreditation to the public must accurately reflect the accredited entity.
10. Marketing or advertising regarding the competence and capabilities of the organization is not misleading.
11. Patients are provided with appropriate information regarding the absence of malpractice insurance coverage.
12. Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.
13. Patients have the right to be free from all forms of abuse or harassment.
14. Patients have the right to privacy and security of individually identifiable health information.
15. Patients have the right to be fully informed about a treatment or procedure and expected outcome before it is performed.
16. If a patient is adjudged incompetent under applicable state health and safety laws by a court, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.
17. If a state court has not adjudged a patient as incompetent, any legal representative designated by the patient may exercise the patient's rights to the extent allowed by law.
18. The facility must inform patients or patients' representatives of the patients' rights and must protect and promote the exercise of such rights.
19. The facility must provide patients or patients' representatives with verbal and written notice of patients' rights in a language and manner that is understandable.

ACKNOWLEDGEMENT OF RECEIPT OF INFORMATION

I declare and represent that I have been informed of my Patient Rights and Responsibilities and the Surgery Center's Grievance Procedures and contact information. I also acknowledge that I was informed that my physician may have a financial interest in the Center and was given the opportunity to choose another facility for my procedure. I understand the above information and have no further questions.

Signature of Patient or Patient's representative such as guardian or Person acting on behalf of the Patient with their written consent or as pursuant to A.R.S. 36-3201 (13).

DATE OF ABOVE SIGNATURE: _____ WITNESS TO ABOVE SIGNATURE: _____

20. Patients have the right to exercise their rights without being subjected to discrimination or reprisal.
21. Patients have the right to know that this surgery center is an incorporation of a collective group (which may include their surgeons) formed for the benefit of the community. The Center also wishes to inform patients that their surgeons may have a financial interest in this Center. Others may also have an investment interest in the Center. As a matter of choice, patients have the right to choose to have their recommended surgery at other locations.

I authorize the following person(s) to receive information regarding my procedure, my medical condition, and my care:

Name _____ Relationship _____

Name _____ Relationship _____

PATIENTS' RESPONSIBILITIES

Patients are responsible to:

1. Provide accurate and complete information about their health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
2. Follow the treatment plan recommended by their providers and participate in their care.
3. Provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their providers.
4. Inform their providers about any living will, medical power of attorney, or other directive that could affect their care.
5. Accept personal financial responsibility for any charges not covered by insurance.
6. Be respectful of all health care providers and staff, as well as other patients.
7. Patients are responsible for their actions if they refuse treatment or do not follow the providers' instructions.
8. Arrive as scheduled for appointments and to cancel, in advance, appointments they cannot keep.
9. To become informed of the scope of basic services offered, the costs, and the necessity for medical insurance and to actively seek clarification of any aspect of participation in the Surgery Center's services and programs that is not understood.

PATIENT COMPLAINT OR GRIEVANCE

If you have a problem or complaint, you may contact:

**Center Administrator, Barbara Marco
(520) 618-6058**

If you are not satisfied with the response of the Surgery Center, you may contact:

**Arizona Department of Health Services
Bureau of Medical Facilities Licensing
(602) 364-3030**

www.azdhs.gov/als/medical

**Medicare Beneficiary Ombudsman
(800) 633-4227**

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