

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

The Patient Bill of Rights and Responsibilities:

The patients has the rights to;

1. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis
2. To receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities.
3. To receive privacy in treatment and care for personal needs
4. To review, upon written request, the patient's own medical record according to A.R.S 12-2293, 12-2294, and 12-2294.01
5. To receive a referral from another health care institution if the outpatient treatment center is not authorized or not able to provide physical health services or behavioral health services needed by the patient
6. To participate or have the patient's representative participate in the development of, or decisions concerning treatment
7. To participate or refuse to participate in research or experimental treatment; and
8. To receive assistance from a family member, the patient's representative, or other individual in understanding, protecting, or exercising the patient's rights
9. Be fully informed in advance about service/care to be provided.
10. Be informed in advance of service/care being provided, of the charges, including payment for service/care expected from third parties and any charges for which the patient will be responsible.
11. To be treated with respect, consideration, and recognition of patient dignity and individuality.
12. Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, staff, or service/care without restraint, interference, coercion, discrimination, or reprisal.
13. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
14. Be able to identify staff members
15. Choose a health care provider.
16. Confidentiality and privacy of all information contained in the patient record and of Protected Health Information.
17. Be advised on agency's policies and procedures regarding the disclosure of clinical records.
18. Receive appropriate service/care without discrimination in accordance with physician orders.
19. Be informed of any financial benefits when referred to an organization.
20. Be fully informed of one's responsibilities.
21. Be informed of provider service/care limitations.

22. A patient is not subject to:
- a. Abuse
 - b. Neglect
 - c. Exploitation
 - d. Coercion
 - e. Manipulation
 - f. Sexual Abuse
 - g. Sexual Assault
 - h. Except as allowed in R9-10-1012 (B) restraint or seclusion
 - i. Retaliation for submitting a complaint to the Department or another entity; or
 - j. Misappropriation of personal and private property by an outpatient treatment center's personnel member, employee, volunteer, or student; and
23. A patient or the patient's representative:
- a. Except in an emergency, either consents to or refuses treatment;
 - b. May refuse or withdraw consent for treatment before treatment is initiated;
 - c. Except in an emergency, is informed of alternatives to a proposed psychotropic medication or surgical procedure and associated risks and possible complications of a proposed psychotropic medication or surgical procedure.
 - d. Is informed of the following:
 - i. The outpatient treatment center's policy on health care directives, and
 - ii. The patient complaint process
 - e. Consents to photographs of the patient before a patient is photographed, except that a patient may be photographed when admitted to an outpatient treatment center for identification and administrative purposes; and
 - f. Except as otherwise permitted by law, provides written consent to the release of information in the patient's:
 - i. Medical record, or
 - ii. Financial records

X _____
Printed Name

X _____ / _____
Signature Date