

PATIENT RIGHTS & RESPONSIBILITIES FOR PHOENICIAN MEDICAL CENTER

Rights of The Patient

- Be informed of his or her rights as a patient in advance of, or when discontinuing care. The patient may appoint a representative to receive this information.
- Receive care and services without regard to race, color, age, sex, sexual orientation, marital status, diagnosis, national origin, cultural, economic, educational or religious background or the source of payment for care.
- Considerate and respectful care, provided in a safe environment, free from all forms of abuse, neglect, harassment and/ or exploitation.
- Care that includes consideration of the psychosocial, spiritual, and cultural variables that influence perceptions of illness.
- Participate in ethical questions that arise in the course of his or her care, including issues of conflict resolution, withholding resuscitation services, and forgoing or withdrawal of life sustaining treatment.
- Care that optimizes the comfort and dignity for the patient including, treatment as desired by the patient or surrogate decision maker, effectively managing pain, and acknowledging the psychosocial and spiritual concerns of the patient and family.
- Appropriate assessment and management of pain.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and healthcare providers who will see him/her
- Receive information from his/her physician about his/her illness, course of treatment, outcomes of care (including unanticipated outcomes), and his/her prospects for recovery in terms that he/she can understand.
- Receive as much information about any proposed treatment or procedure as may be needed in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff
- Together with their families, when appropriate, participate in the development and implementation of his or her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- Formulate advance directives regarding his or her healthcare, and have staff and practitioners who provide care in the office comply with these directives (to the extent provided by state laws and regulations).
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual involved in his or her healthcare.
- The provision of care that is not conditioned on the existence of an advance directive.
- Be advised of the office complaint process, should he or she wish to communicate a concern regarding the quality of care he or she receives.
- Security, personal privacy and confidentiality of information, within the limits of law.
- Access information contained in his or her medical record within a reasonable time frame (usually within 15 days after discharge as per state law guidelines).
- Request amendment to and receive an accounting of disclosures regarding his or her PHI.
- Examine and receive an explanation of his/her bill regardless of source of payment.
- Be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the office.
- Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Patients have the right to refuse care, treatment or services in accordance with law and regulations. When appropriate under state law and/or

Responsibilities of the Patient:

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- The patient is responsible for reporting perceived risks in his/her care and unexpected changes in his/her condition to their responsible practitioner.
- The patient and/or family is responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the office when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- To ask questions if he/she does not understand the information or instructions given him/her by the doctor or the health care team member.
- The patient is responsible for assuring that the financial obligations of his/her medical care are fulfilled as promptly as possible.
- The patient is responsible for being considerate of the rights of other patients and office staff.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the office.
- Patients have the right to have a surrogate decision maker identified if he/she is unable to make decisions about care, treatment or services.
- The patient has the right to involve the family in care, treatment and services with permission from the patient or surrogate decision maker.