PHOENIX POINTE
PSYCHIATRY

Patient Rights

These rights shall include, but not be limited to, the patient's right to:

Become informed of his or her rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should he or she so desire.

Exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for care. Race, sexual orientation, marital status, disability, and diagnosis.

Considerate and respectful care, provided in a safe environment, free from all forms of abuse, neglect, harassment and /or exploitation. The patient is treated with dignity.

Have his or cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected. Where relevant, these elements will be assessed during patient encounters.

Access protective and advocacy services or have these services accessed on the patient's behalf.

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.

Knowledge of the name of the physician who has primary responsibility for coordinating his/her care while in the Outpatient Treatment Center/Clinic setting.

Receive information from his/her physician or provider about his/her illness, health status, diagnosis, course of treatment, outcomes of care (including unanticipated outcomes), and his/her prospects for recovery in terms that he/she or the patient's representative can understand.

To receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities.

Under the law, health care providers need to give patients who don't have certain types of health care coverage or who are not using certain types of health care coverage an estimate of their bill for health care items and services before those items or services are provided.

Receive information about any proposed treatment or procedure he/she may need in order to participate in the development of the plan of care, give informed consent or to refuse the course of treatment and to participate in planning for care after discharge. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternative courses of treatment or non-treatment and the risks involved in each and the name of the person who will carry out the procedure or treatment.

Formulate advance directive regarding his or her healthcare, and to have facility staff and practitioners who provide care in the family comply with these directives (to the extent provided by State laws and regulations).

Have another physician of record notified promptly of his/her visit to the Outpatient Treatment Center/Clinic.

Have a family member or representative of his or her choice notified prompt of his or her visit to the Outpatient Treatment Center/Clinic, if requested.

Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual involved in his or her healthcare.

Confidential treatment of all communications and records pertaining to his/her care and his/her treatment in the Outpatient Treatment Center/Clinic. His/her written permission will be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.

Receive information in a manner that he/she understands. Communications with the patient will be effective and provided in a manner that facilitates understanding by the patient. Written information provided will be appropriate to the age, understanding, and, as appropriate, the language of the patient. As appropriate, communications specific to the vision, speech, hearing, cognitive and language- impaired patient will be appropriate to the impairment.

Access information contained in his or her medical record within a reasonable time frame (usually within 48 hours of the request).

To review, upon written request, the patient's own medical record according to ARS 12-2293, 12-2294, and 12-2294.01.

Reasonable responses to any reasonable request he/she may make for service.

Be discharged from the Outpatient Treatment Center/Clinic, even against the advice of his/her physician or provider.

Reasonable continuity of care.

Be advised of the grievance process, should he or she wish to communicate a concern regarding the quality of her care he or she receives. Notifications of the grievance process includes: whom to contact to file a grievance, and that her or she will be provided with a written notice of the grievance determination that contains the name of the facility contact person, the steps taken on his or her behalf to investigate the grievance, the results of the grievance and grievance completion date.

The patient or the patient representative is informed of the complaint process (upon request) by the clinic staff or the provider. A patient is not subjected to retaliation for submitting a complaint to the Department of Health, accrediting agency, health plan or any other entity.

Be advised if clinical personnel of the Outpatient Treatment Center/clinic propose to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects. Refusal to participate or discontinuation of participation will not compromise the patient's right to access care, treatment or services.

Full support and respect of all patients rights should the patient choose to participate in research, investigation and/or clinical trials. This includes the patient's right to a full informed consent process as it relates to the research, investigation and/or clinical trial. All information provided to subjects will be contained within the medical record or research file, along with the consent form(s).

Be informed by his/her physician or provider or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge.

To receive a referral to another health care institution if the outpatient treatment center is unable to provide physical health services or behavioral health services for the patient.

Examine and receive an explanation of his/her bill regardless of source of payment.

To the safeguard of financial records and that no such records will be released without the consent of the patient/patient's representative.

Know which facility rules and policies apply to his/her conduct while a patient.

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.

To not be subjected to misappropriation of personal and private property by an outpatient treatment center's staff member, employee volunteer, or student.

To require consents (from patient or patient representative) to photograph 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.

All facility personnel, medical staff members and contracted agency personnel performing patient care activities shall observe these patients' rights.

I have carefully reviewed this document. My signature indicated my receipt, full understanding and agreement of this document.