

PATIENT'S BILL OF RIGHTS

It is the Policy of Arizona Digestive Center to recognize the Basic Human Rights of Patients. Stated below are the Rights provided to each and every Patient seen in our facility.

Patient Rights:

1. Each patient is accorded impartial access to available, medically indicated treatment or accommodations, regardless of race, color, religion, gender, ethnic origin, age, disability, sources of payment for care, or any other classification prohibited by law.
2. Patients shall be treated with respect, consideration, and full recognition of the patient's dignity and individuality, including privacy in treatment and personal care needs.
3. Patients shall be free from chemical, physical, and psychological abuse or neglect.
4. Patients have the right to be provided appropriate privacy.
5. Patients are provided, to the degree known complete information concerning their diagnosis, 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 legally authorized person.
6. Patient is given the opportunity to participate in decisions regarding their health care, except when such Participation is contraindicated for medical reasons.
7. Patients have the right to refuse or withdraw consent for treatment or give conditional consent for treatment.
8. Patients have the right to change providing physicians if other qualified physicians are available.
9. Patients have the right to have medical and financial records kept in confidence and the release of such records shall be by written consent of the patient or the patient's representative as otherwise required or permitted by law.
10. Patient's have the right to be informed of:
 - a. Proposed procedures and the risks involved
 - b. Policy on advanced directives
 - c. Procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.
 - d. Services available at organization.
 - e. Provisions for after-hours and emergency care.
 - f. Fee for services and payment policies.
 - g. The credentials of health care professionals
 - h. Appropriate information regarding the absence of malpractice insurance coverage.
 - i. To file a complaint contact: Division of Licensing Services, 150 N. 18th Ave Suite 450 Phoenix Az. 85007 Phone: 602 364-2536 or www.cms.hhs.gov/center/ombudsman.asp

Patient Responsibilities: Prior to receiving care, patients are informed of Patient Responsibilities. These Responsibilities require the patient to:

1. Provide accurate and complete information concerning his/her present complaints, past medical history, and other matters relating to his/her health.
2. Make it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
3. Follow 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.
4. Be responsible for his/her actions should he/she refuse treatment or follow his/her physician's orders.
5. Accept personal financial responsibility for any charges not covered by his/her insurance.
6. Be respectful of all health care providers and staff, as well as other patients.
7. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
8. Inform his/her provider about any living will, medical power of attorney, or other directives that affect his/her care.

Procedure:

1. A list of Patient Rights and Responsibilities shall be posted in a conspicuous area, and upon arrival at Arizona Digestive Center, patients shall receive a copy of the list of patient rights and responsibilities. Each patient or patient representative shall acknowledge, in writing, receipt of patient rights.
2. All personnel shall observe the Patient Rights.